

# Care of children and young people with mental health difficulties

## Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01271 314090 or at [rduh.pals-northern@nhs.net](mailto:rduh.pals-northern@nhs.net).

You have been admitted to Caroline Thorpe Ward because you have either expressed the desire to, have harmed yourself or you feel unsafe.

This leaflet is to help you understand the care we provide and any restrictions we may need to make. Our priority is to keep you safe. We also want you to feel some relief.

We will always treat you with dignity and respect.

## What is self-harm?

Self-harm is when a person chooses to inflict pain or injury on themselves in some way.

It is, for lots of people, a way of coping with negative feelings, to make you feel more in control or to punish yourself.

It can also be a way of relieving overwhelming feelings that build up inside such as anxiety, anger, isolation, guilt or desperation.

## What you may be feeling?

You may be feeling anxious, depressed, about to explode or unsafe.

We will give you the opportunity to talk about your feelings.

We will provide activities to keep you busy or help you relax, for example, films, computer games, artwork and air-hockey. You will also have time to just rest.

## Treatment

All forms of treatment will be discussed with you and once you are happy with the information provided, we might need to take blood samples and carry out intravenous treatment depending on the reason for your admission.

We might also need to monitor your pulse, blood pressure, breathing, temperature and heart rhythm.

When you arrive, we will refer you to the Children and Adolescent Mental Health Crisis Service (CAMHS Crisis). Someone from this team will come and visit you on the ward. This will be an opportunity for you to share your feelings with a specialist in private. They will ensure that you receive the appropriate support in the community to help keep you safe and manage the feelings you have.

Your parents/carer will also be invited to speak to the CAMHS as well. This will be important for continued support in the community.

This service is currently available 7 days a week. However, it may be necessary at times for you to remain in hospital until an appointment becomes available for the services you require. Your safety is our priority, so we will want you to stay with us on the ward until we all feel you are safe and happy to go home.

## Confidentiality and information sharing

There are times when we might need to talk to other professionals about your care. We also might need to talk to your parents/carer. If this is the case, we will always tell you.

Your nurse will explain the issues around confidentiality and information sharing within the team on admission and throughout your stay as necessary.

## Observation

We want to keep you safe and monitor how you are feeling, so as well as talking to you, we might also be observing your activity and mood. We will try to maintain your privacy and dignity wherever possible.

The level of observation will depend on the severity of your symptoms. It may be necessary to have a nurse stay with you at all times.

## Personal belongings

We will need to go through your belongings with you. There are certain things that could cause harm to yourself or others so are not allowed.

These are things like:

- Sharp objects such as scissors razors, glass, blades, sharpeners, pins.
- Items with cords or strings such as shoe laces or belts, chargers.
- Drugs, alcohol, medication, aerosols.

Your family or carer will be asked to take them home and agree that such items are not brought on to the ward.

## Mobile phone/camera

We may ask for your parent/carer to take your mobile home with them should we think this is causing you distress. We have a portable phone you can use to contact friends and family if this is necessary.

## Smoking/vaping

This trust has a no-smoking/vaping policy.

If you smoke you will be offered a nicotine replacement to help reduce the effects of withdrawal.

## Hygiene

There are showers available on the ward for you to use. We will provide wash things for you if you do not have any.

Sometimes we might need to put a time limit on bathroom activity. We will regularly check on you to make sure you are ok. Sometimes it may be necessary for your parent/carer to be present while you are in the bathroom.

## Food and drink

We will provide you with a choice of meals from a menu, and will encourage you to eat healthy food as this can help with mood swings.

Visitors can also bring you take-away treats.

## Parents/carers and visitors

We will welcome parents/cares to visit freely and they can stay as long as you or they would like.

Visiting hours for other friends and family is between 2pm and 7.30pm. If you feel uncomfortable at any time or do not wish to see someone, please tell your nurse. All visitors under the age of 18 must be accompanied by someone who is older than 18 if they wish to visit you.

## Security and wellbeing

We understand that you may be having a difficult time. However across the Trust, we do not tolerate inappropriate language or violent behavior.

To maintain the safety of patients, relatives and staff, we might sometimes need to lock the ward door.

We understand that sometimes you may feel very anxious or angry and want to leave the ward. However for your own safety, we will encourage you to stay.

If you feel increasing levels of anxiety, please let someone know so we can help you.

If you decide to leave the ward before you are discharged, we will need to do all we can to keep you safe. This might include contacting your parents/carers, social services or in some cases the police.

## Discharge

You will only be in hospital for as long as is necessary.

## Follow up

After discharge from Caroline Thorpe Ward you will be offered ongoing support from the CAMHS team.

If you feel you would like the hospital to hear the story of your experiences at home or on the ward, with social services or with CAMHS, then please tell a member of staff. You could write it down in your own words or a member of staff could write it for you confidentially.

If you agree, we would then share your experience across the Trust (we would not use your name), to help us understand your problems and use your story to improve the way we work in the future, both for yourself and others.

## Help available

**Happy Maps** access to the best mental health resources in one place. Ask one of the staff members for the QR code. This should be offered upon discharge or by CAMHS. Can also be accessed via this link: <https://www.happymaps.co.uk/>

**Young Minds** provides information and advice for young people and adults with concerns about the mental health of a child or young person. [www.youngminds.org.uk](http://www.youngminds.org.uk)

**Kooth** offers confidential counselling with trained counsellors for ages 10-18 years. <https://www.kooth.com/>

**Youth2Youth (Y2Y)** is a unique helpline run by young people for young people. [www.youth2youth.co.uk](http://www.youth2youth.co.uk)

**Ysmart** Drugs and Alcohol Services for under 18's. [www.y-smart.org.uk](http://www.y-smart.org.uk)  
Tel: 0800121475

### Selfharm UK

A young person friendly site for sharing positive experiences of coping. [www.selfharm.co.uk](http://www.selfharm.co.uk)

### Young Devon: In-Reach youth charity within Devon

They strive to build quality relationships with young people to help them thrive! Please inform staff if you would like to know more about the service. Other information can be accessed at: <https://www.youngdevon.org/wellbeing/in-reach>. You can access a self-referral form via the same link.

### The Site

A recovery-orientated website with suggestions of support. [www.thesite.org/mental-health/self-harm](http://www.thesite.org/mental-health/self-harm)

## **PALS**

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email [rduh.pals-northern@nhs.net](mailto:rduh.pals-northern@nhs.net). You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

## **Have your say**

Royal Devon University Healthcare NHS Foundation Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

Tell us about your experience of our services. Share your feedback on the Care Opinion website [www.careopinion.org.uk](http://www.careopinion.org.uk).

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Royal Devon University Healthcare NHS Foundation Trust  
Raleigh Park, Barnstaple  
Devon EX31 4JB  
Tel. 01271 322577  
[www.royaldevon.nhs.uk](http://www.royaldevon.nhs.uk)

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