

## Contact Us

### For new referrals to CAMHS

Hull Contact Point: 01482 303688

East Riding Contact Point: 01482 303810

### If already involved with CAMHS

Hull CAMHS: 01482 303680

East Riding CAMHS: 01377 208280

### CAMHS Crisis Team 24 hour service: 01482 335600

(Please note, there may be times we are already supporting young people in crisis – if this is the case, please leave a message on our answer machine and we will return your call as soon as possible.)

**NHS Direct:** 111

**Emergency Services:** 999

## Patient Advice and Liaison Service (PALS)

Compliments, comments, concerns or complaints: we want to hear from you.

### PALS and Complaints Department

Humber NHS Foundation Trust  
Trust Headquarters  
Willerby Hill  
Beverley Road  
Willerby  
HU10 6ED

### PALS can be contacted on:

Tel. 01482 303966

Email. [HNF-TR.pals@nhs.net](mailto:HNF-TR.pals@nhs.net)

### Complaints can be contacted on:

Tel. 01482 303930

Email. [HNF-TR.complaints@nhs.net](mailto:HNF-TR.complaints@nhs.net)

[www.humber.nhs.uk](http://www.humber.nhs.uk)

## Child and Adolescent Mental Health Service (CAMHS)

### Crisis Service



Publication Date: January 2016

Review Date: January 2017

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[www.humber.nhs.uk/members](http://www.humber.nhs.uk/members)



Service aim:

**‘To provide the right care, in the right place, at the right time to promote safety and recovery from crisis’**

Our CAMHS Crisis team covers Hull and the East Riding providing a service 24 hours a day, 7 days a week. This service is for young people (under 18) who are experiencing and struggling to cope with acute emotional distress leading to a high level of mental health risk.

We respond to a young person’s immediate care needs offering specialist short-term help in the home/ community. We will stay involved until there is a resolution of the immediate crisis (usually within 72 hours but may be up to a week).

We provide a timely response; working flexibly to tailor the intervention to meet the needs of the individual.

We will ensure the ongoing needs of young people are addressed by handing over, referring to, or signposting on to other relevant professionals, services and agencies.

The team will achieve the aim by:

- responding in a flexible, timely way, providing a 24/7 service where clinically appropriate;
- being non-judgmental and calm;
- working in collaboration with the young person, their family and carers;
- working closely with other relevant professionals and agencies including inpatient hospitals if admission is required;
- offering care and consistency;
- helping young people and families identify the internal and external resources and skills available to them to overcome the feelings that prompted the crisis;
- recognising the individuality and unique paths to recovery and providing a time-limited intervention;
- providing constructive advice, problem solving and solution-focused resolutions;
- providing an assertive approach to engagement.