

Introduction

When young people are admitted to The Coborn Centre for Adolescent Mental Health it is usually a time of great stress for parents, carers, brothers and sisters and other relatives and friends. In providing you with this leaflet we hope that we can answer some of your immediate questions and explain the ways in which we aim to work with and support families and carers whilst their child/young person is with us.

Financial Support

It is expected that parents/carers continue to provide their child with financial assistance for their personal needs. Before or on admission staff will discuss with you how your child has been receiving financial support, and what their needs will be during admission. Families who receive Income Support can apply for a Community Care Grant refund of travel expenses incurred whilst travelling to visit their child. The form (SF 300) can be found in reception or obtained from your local Social Security Office. Please ask a member of staff if you require any assistance completing the form. A general guide to financial support is available in reception and a full assessment of benefit entitlement is offered by local local Advice/Carers Centres. Leaflets on this and other services they provide can be found in reception.

Treatment Provided

The young people admitted to The Coborn have a wide range of mental health difficulties. Each young person is unique, so the treatment offered will need to reflect his or her particular situation. There is an extensive range of specialist staff to ensure your child receives the best possible help available. The treatments drawn upon include medication, psychology, psychotherapy, family therapy, art therapy, occupational therapy, group work and work aimed at the physical fitness and health of the young people. A comprehensive education service is also provided.

The reasons for your child's particular treatment plan will be discussed with you, as will the rationale, nature and side effects of any medication prescribed. Staff will also discuss with you any proposed changes to medication or treatment plan.

Assessment

To establish the best treatment plan it is necessary to build a detailed picture of the young person and their family and social history. All families are asked to share with staff information about the physical and emotional development of their child, the history and current experience of family relationships and any particular stresses or worries that the young person or family may have. We look to identify strengths and those things in the life of the family that are positive in order to help the young person in their recovery.

We recognize that many families find discussing their personal and family lives difficult, so undertake to explain why we do it, and to do so sensitively and respectfully. We also value the many different cultural and religious beliefs concerning the nature of mental illness, and work to respect these in the care and treatment that is provided.

We aim to complete a written, comprehensive assessment within the first three weeks, which will be used to inform the aims of the admission.

Family Work

A variety of meetings are offered to families, depending on their particular needs. The following is a summary of the main types of meetings:

- Assessment Meeting – see above
- Psycho-education Meeting – staff meet with families to explore the nature of the particular mental illness and ways in which families can support recovery.
- Review Meeting – looks at medication, treatment, care plan and any issues relating to care on the ward.
- Family Work – explores any issues of concern to the family and young person.
- C.P.A. Meetings – plans the next stage of the admission and considers post-discharge needs.

Family meetings will often combine elements of some or all of the above. Whilst every effort is made to accommodate the needs of families, we do ask that parents/carers do all they can to make themselves available for regular (normally at least weekly) meetings. In addition parents/carers are free to request meetings with any member of staff involved with the care of their child. Letters to employers etc can be provided. To help us co-ordinate please make us aware of the best times to meet with you, and consider family and friends who can help with child care or escorting your child to and from hospital.

Visiting

We recognize that visiting can be stressful, both due to seeing your child, and other young people unwell and because it can take time to get used to being in a psychiatric hospital. Staff on duty during the evenings and weekends understand this and will make themselves available to you to talk about how your visit has gone. You may also be asked to attend assessment, care planning or psycho-education meetings with your child's primary or associate nurse if it has not been possible to do this in regular hours. There are facilities for parents/carers to stay overnight where it is agreed that this would be helpful for the young person.

Spiritual, Religious and Cultural Care

Staff at the Coborn will make every effort to ensure that the care and treatment provided is consistent with the culture and religious beliefs of the young person and their family. To help us do this we invite families to share with us their particular beliefs and how these should be respected during the admission. In addition, the Coborn has developed a resource library to inform staff on different religious beliefs and has strong links to the Department for Religious, Spiritual and Cultural Care. They provide a team of staff and volunteers of different religious backgrounds, and who have an understanding of mental health issues, who can offer support to young people and/or their families. The Coborn is also equipped with a purpose built multi-faith prayer room for use by young people and their families. Attention is paid to the languages spoken by the family, and interpreters are used where required. Every effort is made to ensure that this is a positive experience, and interpreters are bound by strict rules of confidentiality.

Child Protection

The Coborn has a duty of care towards all young people admitted, and like all organizations working with children has a duty to notify social services of any serious concerns that may arise. In such situations the Coborn will work closely with parents/carers to understand and address any problems identified.

Further Information

More detailed information on a range of topics is available from the information display in reception, or on request from a member of staff. Information available covers areas such as mental health conditions and diagnosis, medication, treatment methods and general health care.

In addition the Coborn has an extensive library of community services that provide children and families with support in many areas of family life. If you feel you or any member of your family need help in a particular area, whether or not it is related to mental health, please don't hesitate to speak to a member of staff.

Rights

The legal framework for decisions about who can make decisions about the medical treatment of children and young people is provided by the Children Act 1989 and the Mental Health Act 1983. Treatment decisions are guided by assessments of medical need, the wishes of parents/legal guardians, and the capacity of the child to make informed choices. In situations where it is felt by professionals that a child would at risk of serious harm were they to leave hospital or refuse treatment a Mental Health Act Assessment will be requested. This is an independent assessment to decide on the need for compulsory admission/treatment. Further information can be found in reception.

Comments, Suggestions or Complaints

As a service dedicated to providing high quality care, we welcome any comments you would like to make about the services. A feedback form can be found in reception.

If you have any immediate comments, suggestions or complaints, please speak to a member of staff.

Independent Informal Advice

If you would like independent, informal advice please contact The Patient Advice & Liaison Service (PALS). PALS offers information, advice and support on health care services to patients, carers and relatives when they need advice, have concerns and don't know where to turn.

Freephone: 0800 783 4839
E-mail: PALS@elcmht.nhs.uk

Formal Complaints

If you wish to make an informal complaint about the services provided by the trust, contact the Consumer Relations Manager on Freephone **0800 085 8354**

Welcome to the Coborn Centre for Adolescent Mental Health

Working with Families and Carers

The Coborn Centre for Adolescent Mental Health
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