



The Referral, Assessment and Treatment journey

FOR CHILDREN & YOUNG PEOPLE AND THEIR PARENTS/CARERS

How to make a referral:

You can download or complete the referral form on our website [Bromley Y](#) . If you wish to complete it offline, you can send it by email to broccg.bromley@nhs.net

If your referral is emailed to us, you will receive an automated response email confirming that we have received it.

If by any chance you do not receive the confirmation email, please call us on: 020 3770 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 to: broccg.bromley@nhs.net saying that you wish to make a referral and one of our contact officers will reply to you.

Please note: *Consent for a referral can be provided by a young person over 16 years* if they are judged capable of understanding what this means. For young people under 16 years, consent should be provided by a parent/carer. *In exceptional circumstances, a child under the age of 16 may consent to a referral if they are deemed Gillick competent (<https://www.nhs.uk/conditions/consent-to-treatment/children/>).*

OR

You can call 0203 770 8848 and the contact officers will be able to help you.

Read more about the next steps after you have made a referral:

What happens when we receive your referral? – Contact Officers' support

- Your incoming referral will be looked at by our contact officers who will check that we have enough information to help us understand what the main mental health difficulties you are experiencing are. We may contact an adult to confirm consent at this stage depending on your age and to check we have the correct contact details.

- All referrals are screened daily to see if there is anything we need to talk to you about. This is our first part of triage and helps us to ensure that your referral is prioritised properly. **It is important that you give us all the details about the boxes you have ticked on the form - especially about current or previous self-harm or suicidal thoughts. Make sure that you include how these difficulties affect your life every day.**
- If we need to talk to you about any of the harming information you have provided you will receive a call from one of our Risk Support Team. We will find out more about how you are feeling and give you some information about how to keep yourself safe. We may need to talk to your parents, carers or other professionals that know you who can help keep you safe.
- If it is felt that **Bromley Y** would be unable to help you, you will receive a call or email from a member of our team explaining why this is and suggesting who would be a better source of support for you.

What happens next? – Allocation of a Navigator and Information Gathering

- Once your referral has been screened you will be allocated a navigator who is also a wellbeing practitioner. The navigator will make an **initial contact call** to you and/or your parent/carer to obtain more detailed information and think together about a pathway plan of support.
- Our navigators are here to help you on your journey through our service and will be your first point of contact during this stage and while you are waiting to be allocated to one of our treatment team practitioners.
- Please be aware that our contacts will be on the phone or video call. This call should take no longer than 45 minutes – 1 hour.
- It is useful if you think about what you are hoping for from our service, so when you talk to us you are able to share your ideas and help us understand what you think will help you.
- The **initial contact call** will help us think together with you about alternatives for treatment. These options may also include a discussion with our colleagues from Child and Adolescent Mental Health Service (CAMHS) who we meet with on a daily basis, to discuss referrals that we think may benefit from their service.
- Your referral is then passed to our practitioner teams to look at your ideas and agree if this is something they can offer to make a pathway plan for your treatment.

Occasionally there might be a more suitable service, other than **Bromley Y**, to meet your needs and we will discuss these other options with you and help you get in touch with those services.

What happens next? – Treatment Plan and allocation of a Wellbeing Practitioner

The practitioner teams will consider the best treatment plan for you and you will be added to a wellbeing practitioner's waiting list for treatment. **It is important that you contact us if there are any changes/updates to your circumstances whilst you are waiting.**

- We offer short term, goal-focused treatment of between 2 to 8 sessions.
- The treatment we offer will be agreed with you and might be one of the following:
 - group work
 - 1:1 support
 - online therapeutic game called Lumi Nova for children and young people aged 7-11 years. To read more about Lumi Nova go to our [Website](#).
- Sessions are delivered remotely in most cases (via phone or video call), but if face to face support is required, for any reason, this will be discussed and mutually agreed with your practitioner.
- Support will continue, with the same practitioner (unless this is not possible) and you will be asked to complete final questionnaires so that we can check how you are feeling at the end of treatment. We will also ask for a service feedback form to be completed so that we can make improvements to the service by listening to your feedback.
- When the support finishes, your referral will be closed and the referrer will be notified that you have been discharged from our service.
- It is usually suggested that you or parent/carers use the strategies learnt for at least 3-6 months before any further referrals are made to our service.