

Speak CAMHS Helpline:

Who can call?

You can call Speak CAMHS to discuss any mental health concerns you may have about children and young people who live in the London Boroughs of Ealing, -Hammersmith and Fulham, and - Hounslow.

What is the number?

Call 0800 328 4444 and choose Option 2 for CAMHS.

When can I call?

The helpline is open:

- Monday to Friday from 8am to 11pm
- Weekends and Bank Holidays from Midday to 8pm
- Outside of these times, crisis calls can be passed to a CAMHS Out of Hours worker, who may accept your call if they are available to talk, otherwise can arrange a call back.

Can I call if I am open to a CAMH Service?

If you or your child is open to a West London CAMH Service, please contact them during their working hours, as you might be able to speak to someone who knows your case well. If your regular worker is not available, you can ask to speak to a Duty worker.

If your CAMH Service is not open or you would like general help, you can contact Speak CAMHS for additional support.

Why should I call this helpline?

Young people and Carers were asked about what they wanted from this Helpline, so we listened to what they said.

- A young person who is open to CAMHS created the name, 'Speak CAMHS'. We hope that this might be more appealing compared to having another Mental Health Helpline.
- We were asked to offer more personalised support, rather than giving the obvious suggestions all the time (for example., if someone is saying they are stressed out, suggesting for them to read a book or go for a walk). We hope that by having access to any notes or being aware of trends in your area, we might be able to speak about things that impact you.
- Carers said it can be confusing to know where to get help from when they are struggling, so it would be good to speak to someone who can help give some answers.

The person answering the calls is able to provide telephone support and basic counselling to both young people and people who may be concerned about a young person in the Community.

Speak CAMHS allows you to speak to a CAMHS Worker who is familiar with local services in the area and able to access any clinical records. This might mean that you can concentrate with what is causing your problems today, without having to repeat your whole life story every time you speak to a new person. They will be able to review what may have helped in the past, in addition to avoiding topics, which may be unhelpful.

We hope to be able to give advice to help prevent difficult periods from becoming a crisis. Some of this can be done over the phone, however if you need more support, we can discuss the best way to access this right support based on your needs. As we are part of the CAMHS network, we can also share information with local services, so they can use information from the call, to get better understanding of your difficulties.