**Important: Please read through this information before making a request for help**

**Mental Health Support Team**

**Request for Help Form**

**Request Process**

The Mental Health Support Team will aimtoscreen all referrals within a 24-hour period to ensure there are no risks that may need managing more urgently (except weekends).

Referrals made via our online request process will only be accessed during office hours so if you believe the life of a child or young person is at immediate risk, please dial 999 straight away or you could go to the nearest Accident & Emergency department.

If it is not life threatening, but you feel you need immediate help you could contact **111** or Somerset Direct on **0300 123 2224** who will be able to advise you about what to do. Alternatively, you could contact the family doctor (GP), school health nurse or pupil’s teacher who will be able to contact your local CAMHS service for you if needed.

The MHST panels will make decisions on all cases received at the weekly meetings and respond accordingly to those people who have made the request for help.

We will aim to make an assessment **within** 4 weeks to ensure suitability. Information on the areas we can provide support for are included below.

**What do we offer?**

The new teams will carry out interventions alongside established provision such as counselling, educational psychologists, and school nurses building on the support already available and not replacing it. The MHST will provide individual and group level support for children and young people with mild to moderate mental health needs.

**Some of the difficulties we can provide support for:**

* Depression – feelings of low mood, sadness, little energy or a lack of strong emotions – tiredness, and lethargy, less able to concentrate
* Panic – experiencing panic attacks, or extreme fear of panic – unable to breathe, sweating, dizziness, racing heart, shaking
* Generalised Anxiety Disorder - worry around many different things (not specific to one area) – tires easily, irritable, unable to relax, difficulty concentrating, muscle tension/headache
* Social Anxiety - Fear of social or performance situations, resulting in considerable distress which in turn impacts on a young person’s ability to function effectively in aspects of their daily life. Central to the anxiety is the fear that the young person will do or say something that will lead to being judged negatively by others and being embarrassed or humiliated. Feared situations are avoided or endured with intense distress – withdrawn, headaches, stomach aches, irritable, unable to relax, poor concentration, tearful and over thinking.
* Phobia (but not blood, needle, vomit) - feelings of terror around specific places, things or actions – trembling hands, feeling sick, needing the toilet
* Sleep Problems - difficulties getting to sleep, during sleep, or the amount/quality of sleep – feeling tired, irritable, unable to concentrate
* Stress Management - high levels of stress – e.g. around exams, school work or relationships – upset stomach, chest pain, rapid heart-beat, trouble sleeping

**The Mental Health Support Team are not able to offer support for the following:**

* Current Substance Dependence – addiction to drugs including alcohol
* Bipolar Disorder – strong feelings which may often flip between low-mood and sadness (depression), and very happy moods and excitement (mania)
* Current Psychosis – sensing things that are not there (hallucinations) or having thoughts contrary to actual evidence/reality
* Organic Brain Damage – Anything that impairs brain functioning that is not a mental health disorder
* Behaviour posing risk to self, staff or others which cannot be managed within the therapeutic setting
* Young people currently involved in psychotherapy /counselling or current CAMHS support
* Possible emerging Personality Disorder that may require specialist and longer-term psychological treatment

**Data protection statement:**

All personal data will be processed by Young Somerset in accordance with the Data Protection Act 1998 & 2018 General Data Protection Regulation and in accordance with Young Somerset’s Data Protection Policy and Guidelines.

The Mental Health Support Team (MHST)/ Somerset Partnership NHS Trust/ YS collect this data/information for the following purposes:

* Running and evaluating activities, including contacting you when necessary.
* Internal purposes such as auditing, evaluation, data analysis, preventing or detecting fraud or error, and research to improve our service and customer communications.
* For funder/commissioners’ purposes on reporting who has benefited from working with the team.
* Contacting you about activities and opportunities that you may be interested in.
* Medical information will be shared if this information protects the health and wellbeing of your son/daughter.

**MHST collect this data in the following way:**

Consent forms, request Forms and Session Evaluation Forms  
  
The MHST store this data securely both with hard and electronic forms, using encrypted and secure database systems such as IMPACT and IAPTUS. Data outcomes are stored anonymously and are shared with Funders, Commissioners, Stakeholders and service partners.

We will not hold/store your personal data for longer than is necessary (max of 3 years) for the above purposes. We will not share your personal data with third parties, unless legally required to do so.

If you have any questions about our data protection policy / procedures, please contact us at: MHST@nhs.net

**Start**

**Request for Help Form**