

# The Wirral CAMHS

## Advice Line

### What did we want to achieve?

To provide telephone advice for anyone supporting the mental health of children and young people, including parents, education and social care staff, GPs and other health professionals.

### What we did:

- Every school in Wirral was assigned a Primary Mental Health Worker (PMHW) and received initial engagement visits.
- Schools completed survey to assess mental health needs. Results showed schools wanted 'access to immediate advice from CAMHS'.
- Launched The Wirral CAMHS Advice Line, which is open Monday-Friday and staffed by experienced CAMHS practitioners. Advice line offers support and resources, school visits from PMHW and referrals to specialist CAMHS, if necessary.

### Results:

- Over 800 consultations have been completed with the help of the advice line.
- Fewer referrals to CAMHS as people are able to access support via advice line.
- Less pressure on CAMHS team has resulted in improved staff wellbeing.
- Local paediatric ward reporting fewer young people at risk following risk assessments conducted by CAMHS.

### Service users said:

*"The service is invaluable and helps us feel calm and contained when faced with children with mental health issues."*

*"Consultation allowed us to get a young person in for an emergency appointment instead of sending them to hospital."*

### Next steps:

- Schools to receive face-to-face follow-up consultations from their allocated PMHW.
- Extra support with resources and strategies for those schools who feel this is necessary.

