Child/Young Person is sent a CAMHS appointment (Initial assessment (IA), group, Tier 3/specialist appt).

NB: All appointment letters must include child not brought policy statement.

Child is Not Brought to the offered CAMHS appointment or the offered appointment is cancelled within 24 hours - consider risk/action needed especially if it was for an urgent assessment.

- Missed/Rescheduled cancelled appointment-clinician calls family/carer on day to follow up.

CAMHS appointment is attended as arranged.

No Further Action if future appointments are not attended follow process.

Successful family contact
Advise of CNB policy
Discuss if appt required
Review risk.

Low to Medium Risk Case
For IAs - The IA clinician to request SPA
Send escalation letter or cancellation letter and new appt date & copy of 'About your appointment leaflet'

All other appts/group work admin team to send CNB escalation or cancellation letter & leaflet.

Next appointment attended
No further action. Do monitor future appt. pattern.

High Risk Case
(see traffic light guidance) Seek advice/support if required.
IA/Group/Tier 3/Specialist clinician. Liaise with professional network if indicated by guidance and agree and devise a plan to manage non-attendance/cancellation.

Znd appointment not attended/ CANCELLED despite issue of 1st CNB escalation OR cancellation letter

Seek advice from Colleagues/Team Manager/ Safeguarding so a plan can be put in place to manage case. Second CNB escalation letter should be used for next appt.

NB. Children’s Services can be contacted if concerned using online form to request information. Be clear why we are requesting information from them - potential neglect of child's health needs!

With cases of repeated non-attendance discharge from the service should be considered provided any safeguarding concerns have been escalated.

Discharge-Low risk cases no safeguarding concerns discharge from service as per policy. Medium risk - seek support if needed about discharge.

High risk cases - Children services (CSD) referral may be indicated if it is not a current open CSD case. If all safeguarding processes complete consider discharge through Hampshire CAMHS risk panel.

Record all actions taken in carenotes.