

Hampshire CAMHS Child Engagement Guidance-Updated June 2020

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

CAMHS appointment is **attended** as arranged

No Further Action
 If future appointments are not attended follow process

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

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

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

2nd appointment not attended/ CANCELLED despite issue of 1st CNB escalation OR cancellation letter

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

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