

Step2 - Early Intervention 0-19 Mental Health Service

Step2 is a Hertfordshire wide, 0-19 Early Intervention Child and Adolescent Mental Health Service consisting of a small team of health professionals with a wide range of skills and experience in child and adolescent mental health and emotional wellbeing.

Step2 interventions are designed to be brief and solution-focused. Usually made up of up to 6 sessions, they may utilise a number of therapeutic approaches including cognitive behavioural therapy, solution-focused therapy and neuro-linguistic programming. Our mental health advisors see clients in their own homes, schools or other community settings.



Offers:

- Direct work with children, young people and their families (telephone consultation and face to face)
- Telephone advice, signposting & support to professionals
- Training, support and supervision

Direct intervention

We accept written referrals for direct intervention from GP's and Paediatricians. However, we **highly recommend** you contact the telephone advice service in the first instance. This will enable us to explore the issue together to ensure we find the most appropriate service to meet the child's needs. We also accept referrals from other health professionals i.e. school nurses and health visitors once agreed following a telephone consultation.

Telephone advice service – for professionals

The Step2 telephone advice service is open to **all professionals** in Hertfordshire who have a concern about a child or young person's mental health and emotional wellbeing.

Telephone: 01438 730570 (Monday to Friday 9am to 5pm)

Your call will be answered by our admin team who will log the call and then pass the details on to a mental health advisor. The advisor will then call you back to discuss the issue further. Of course, the advice given will differ widely from case to case but it may include:

- Signposting you to the best service to meet your needs
- Providing further mental health consultation / support
- Advising a referral to Step2 or a more specialist child and adolescent mental health service.

*Please note: **Step2 is not an emergency service.** For any concerns that may need an immediate response, please refer to your own safeguarding procedures or if the child's condition has seriously deteriorated, please refer directly to the GP or take the child to A & E.*

Up- skilling

Step2 has developed a range of mental health training and therapeutic resources for professionals. For more information or to discuss your training needs, please contact Step2 on 01438 730570.

Information for parents

There are a number of organisations offering telephone support and advice for parents/carers of children and young people with mental health and emotional wellbeing problems and behavioural concerns.

Young Minds Tel: 0808 802 5544 www.youngminds.org.uk/for_parents/parent_helpline

Family Lives Tel:0808 800 2222 <http://familylives.org.uk>

Step2, Starfish House, 3 North Road, Stevenage, Herts, SG1 4AT

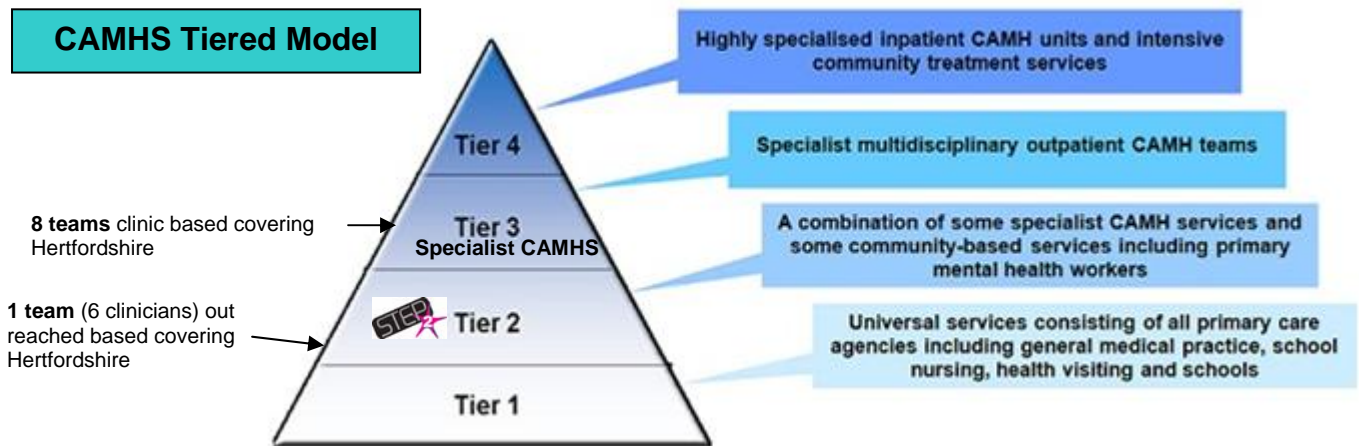
Referral Guidance Notes

Step2 is a Tier 2 (Targeted) child and adolescent mental health service.

Written referrals are accepted from GP's and Paediatricians. We also accept referrals from other health professionals if pre-agreed following a telephone consultation.

Mental health issues are often difficult to ascertain and the boundaries between services can be blurred. Hopefully this guidance may help you determine which service best meets the child's/families needs. If you are unsure please do call our unnamed advice line.

A referral to Step2 should be considered when strategies tried within universal services do not appear to have made a difference to the emotional/mental health needs of the child/young person.



To ensure the young person is referred to the right service to meet his/hers needs please consider the following:

1. Has the young person received any interventions at a universal level? If not consider referring to the school nurse/health visitor in the first instance. If the school nurse or health visitor requires any further support they can always contact the Step2 unnamed professional telephone support service.
2. Step2 is NOT a counselling service, please consider a counselling service if you feel this would better suit this child's needs i.e. long term support
3. If this young person already has a number of professionals involved it is likely to be beyond the need of an early intervention service. (This includes child protection cases)
4. Please bear in mind that Step2 is a small service made up of the equivalent of 6 full time clinicians (psychologists and nurses). We do not have any medics in the team and therefore cannot diagnose or prescribe medication.
5. Step2 offers up to 6 brief solutions focused sessions.
6. Consider contacting the Step2 unnamed telephone advice line where one of our skilled mental health advisors may help find the best service to meet the child's needs (this phone line is for professionals only)
7. It is important when sending a referral to Step2 that you ensure the referral includes any previous mental health history, family history and constitution, current mental health concerns, assessment of risk and an outline of involvement from other services.
8. It would be helpful if you can clearly state why you feel this young person would benefit from an early intervention CAMH service.

Please bear in mind that we are not an emergency service and may have a waiting list due to current demand.

Our referrals are looked at weekly (usually Tuesdays) and a letter explaining the outcome will be sent to the referrer and family/young person.

Please contact us if you have any further questions on: 01438 730570 or email: step2@hchs.nhs.uk