

**Our Aim:** To offer telephone support, basic counselling and problem-solving to young people and their families to help prevent difficult periods from becoming a mental health crisis.

**Who We Are:** A multidisciplinary team of CAMHS professionals, who are familiar with local services and have a range of specialist knowledge, to help support and advise young people and their families.

### Who Can Call?



### What We Do:

- Provide immediate talking support to children, young people and their families who are distressed, by listening, offering a friendly, supportive voice and thinking through helpful options.
- To support children and young people to utilise their safety plan they have made with their community or other specialist care teams, in order to minimise any potential risk issues.
- Provide CAMHS expertise and advice to parents and carers in relation to their child or young person, reminding them of any plans put in place by CAMHS.
- Provide feedback to mental health or other professionals involved, regarding children and young people who have received support from the helpline.
- You can speak with someone who works in West London and has knowledge of local services in the area who will do their best to assist you.

## Why Should I Call the Helpline?

Young people and Carers were asked about what they wanted from this Helpline, so we listened to what they said!

The helpline name "Speak CAMHS" was created by a young person who is open to CAMHS.

We were asked to offer more personalised support, rather than giving the obvious suggestions all the time.

We want to do our best to ensure we can offer support and advice to those who contact the Speak CAMHS Helpline.

**We are currently operating the  
Speak CAMHS Helpline:**

**Weekdays (8am - 11pm)**

**Weekends and Bank Holidays (12pm - 8pm)**

*Outside of these times, crisis calls can be passed to a CAMHS Out of Hours worker, who may accept your call if they are available to talk, otherwise can arrange a call back.*

**This is not a route of referral into CAMHS.  
However, we can give advise on how a referral to  
CAMHS can be made.**



**West London**  
NHS Trust

**SPEAK CAMHS**  
**Helpline**

**0800 328 4444**  
*Option 2*



Promoting hope & wellbeing together