

Children and Young People's Mental Health Charter

YOUTH
in mind

Shaping mental health
services in Norfolk
and Waveney

Children and Young People have worked together to create a Charter for Mental Health Services.

This Charter sets out clear priorities and shines a light on the aspects of Mental Health Services that are most important to Children and Young People.

Services will care

By being open and honest

By showing kindness and being understanding

By providing safety, security and explaining confidentiality

By being welcoming and respecting all young people without judgement

Staff will support and be well supported themselves

By being interested in young people as individuals, not just their symptoms

By genuinely caring and actively listening to young people

By combining knowledge, skills and experience to provide the best possible care

By working together across services

Staff will be well trained and supported by regular supervision and good working systems

Right help, right time, right way

Referrals to and between services will be simple and quick

Services will be honest about waiting times and will provide effective support in the meantime

Young people will have access to 24 hour support – online, by phone, in person – and will have choice about how and where they access help

Services will be easy to access by all young people, especially those with additional needs

Treatment will be personalised to meet individual needs

A range of support will be available, starting with prevention of mental illness and early intervention through to life beyond mental health services

All Information about services and treatments will be clear, accurate and up to date

Service providers will be honest about how they can help and will involve the young person in planning their treatment

Communication will be effective

By being young person friendly and explaining all professional language

By being regular, relevant and to the point

By being available in different formats and languages

By connecting everyone involved in a young person's care

Young people will have a voice

Young people's experience will be valued and used to help make services better for everyone

Young people will be made aware of their rights and supported to ensure they receive the right care

Services will encourage regular feedback and use it to make improvements

For more information about the Children & Young People's Mental Health Charter or the work of Youth in Mind, please contact youthinmind@map.uk.net

