

If you are unhappy about the service you are receiving, please call the following number 020 8487 5470 and ask to speak with either the Head of Service or Deputy Heads of Service.

The Moor Lane Centre

Moor Lane, Chessington KT9 2AA

T: 020 8487 5470

Opening hours:

Monday to Friday: 9.00am to 5.0 pm

If you have any questions

Before your first appointment, then please call us on the above number and we can discuss any questions with you.

During your therapy sessions, then please call the clinician you are working with. If they are not available, you can leave a message and they will get back to you.

We would like to thank the young people we worked with to create this leaflet for sharing with us their fantastic ideas.

Emotional Health Service



What is the Emotional Health Service?

Information to help you with your first appointment

What is the Emotional Health Service (EHS)?

The EHS is a team of therapists that work with young people and their families who have mild to moderate mental health difficulties. The EHS works in partnership with other agencies that provide health, social care and education. Our aim is to ensure that you and your family receive the best service possible to meet your particular needs.

The EHS covers Kingston and Richmond boroughs across three different sites: Twickenham, Kingston and Chessington.

Before your appointment

You don't necessarily have to do anything to prepare for your first appointment. If you want to know more about the kinds of things that the EHS does or find out who is in our team you can look at our website. Here you will also find photos of our staff group, the buildings and some of the rooms we use:

www.achievingforchildren.org.uk/emotional-health-service

If you want to find out more about emotional health problems and types of therapeutic intervention we suggest that you explore these great websites:

www.mind.org.uk

www.youngminds.org.uk/for_children_young_people

www.rcpsych.ac.uk/expertadvice/youthinfo/mhgpfactsheetsindex.aspx



What will happen in your first appointment?

First appointments are about getting to know you and telling you a bit about the EHS. They usually last about 45 minutes. We ask about the difficulties you are experiencing now and how you have managed so far.

These difficulties may be fairly recent or you may have had them for a long time.

We also want to hear about your strengths and what is working well for you. For this first appointment you can decide whether you want to talk to us alone, with your family or a friend you trust.

Between your first appointment and any future appointments, there is often a wait. In your first appointment you and your therapist will come up with a plan that you can follow while you wait.



What will happen after your first appointment?

At the end of your first session, we will think about whether it will be best for you to continue with the EHS or if there is a different service that would be better suited to meet your needs. If this is the case we will help you to find this service. You may feel that after your appointment you don't need any further help and that the process of talking things through has been helpful enough.

The different kinds of therapy that may be right for you will be discussed in your appointment and we aim to make these decisions with you. For a description of the types of evidence-based therapeutic work that the EHS offers, please see our website.



During all appointments

The information that you share with us is always confidential unless you or someone known to you is at risk of harm. If we have to share information, we will always let you know.

If you feel that during your appointment something is unclear please speak to your clinician. We are always open to questions and it is important that we have accurate information and you understand what is being offered to you.

In many of your appointments you will be asked to fill out questionnaires. We use these with you to see how things are changing over time. They can help us to adapt things as the work progresses especially if you feel like things are not improving for you.