

Priory's young people's inpatient services

Understanding the referrals
and admissions process



Live your life



Thank you for reaching out to Priory. We understand that deciding the best course of action for your child's mental health and wellbeing can be a daunting decision, and we're here to support you as you explore your options.

We offer a range of routes, and the best choice for you will depend on the specific needs, preferences, and goals of the young person.

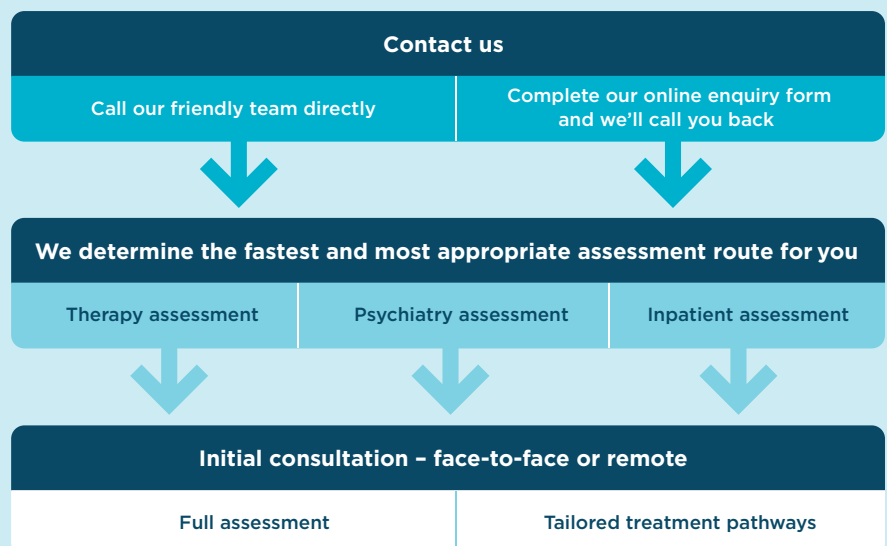


Where to begin?

At Priory, it is our priority to get you into the right service, with the right clinician, as quickly as possible. In order to do this, you can start by following these steps:

- 1) **Initial enquiry** - allows us to understand as much as possible about the young person to see what is best for them
- 2) **Book an initial assessment** - this can be with a psychiatrist if required and can identify if a GP referral is needed, to access inpatient/psychiatric care within Priory. It may also identify if a young person can enter into therapy without a GP referral

Accessing our service



What to expect when you enter inpatient treatment

This would depend on the type of treatment the young person is due to receive, and also which hospital they are due to attend, however below you can see some of the things we will support with, once details are confirmed:

- + What to bring - this could be anything from comfy clothing, pyjamas, and toiletries

- + Who's who - we will help with what roles the different members of our team play, from consultants, to ward managers, to therapy services

- + Free time - patients can spend private time in their room, or make the most of communal living spaces. Safety and wellbeing is a priority and we will help manage leave on an individual basis

- + Family involvement - we encourage patients to remain in contact with loved ones and they can visit outside of therapy hours

Arrival

Patients will be met by our team and will be introduced to key members of staff. They'll be shown around the hospital site and they'll be taken to their room, where you'll be able to unpack and make themselves comfortable. They'll also be given any other practical information on things such as:

- + Mealtimes and the location of the dining room

- + Location of therapy rooms and individual consultation rooms

- + Laundry, housekeeping and maintenance services

Advocacy, complaints procedures, health and safety, leave, and telephones

The young person may also have an initial session with a doctor/nurse, to discuss history, medication, etc. and formulate the best treatment plan going forwards.

Overview

- + Consultant updates twice weekly - ward round and clinical contact - all parents/carers are invited to accompany the young person during the ward rounds

- + Weekly 1:1 therapy session

- + Daily group therapy

- + Weekly family therapy, including parent/carer involvement

- + Key working with allocated healthcare assistant

- + Weekly parent/carer group

- + Education provision through daily schooling support

- + Group therapy

- + Occupational therapy, cognitive behaviour therapy, play therapy, psychology, dietitian input, neurodiversity support

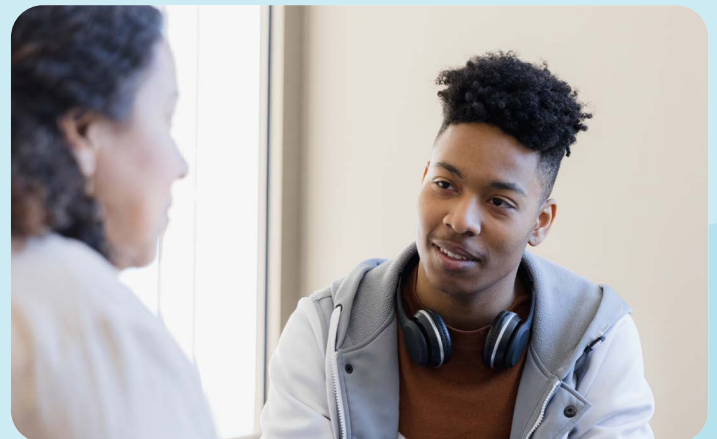




Helplines dedicated to young people

We are not an emergency service, so if your child is in need of immediate crisis care, please dial 999 or visit your local A&E. Please also see below for further support:

- + **Childline** - free 0800 1111 (24-hour) and website support service via [childline.org.uk](https://www.childline.org.uk)
- + **BEAT Eating Disorders Youthline** - free 0808 801 0711 (12pm to 8pm, Monday to Friday and 4pm to 8pm weekends), via email fyp@beateatingdisorders.org.uk
- + **SHOUT** - text 85258 - offers a confidential 24/7 text service providing support if you are in crisis and need immediate help. [giveusashout.org](https://www.giveusashout.org)
- + **The Mix** - if you are under 25, you can call The Mix on 0808 808 4994 available 4pm to 11pm request. Support by email using this form on The Mix website or use their crisis text messenger service 85258. www.themix.org.uk
- + **Nightline** - if you are a student, you can look on the Nightline website to see if your university or college offers a night time listening service. Nightline phone operators are all students too. www.nightline.ac.uk



Find out more

As well as inpatient treatment, Priory also provides outpatient therapy sessions or online therapy. Please get in touch to discuss options further.

There is a lot to take on board and you might have further questions about what more is involved. If you would like to proceed, or to discuss further, please don't hesitate to contact us at **0800 840 3219**. Our team is ready to help you take the next steps at a pace that feels right for you.

As well as self-funding treatment, we work with most major private medical insurers, which can be discussed with a member of our team if you require more information on funding approach.

We will help families manage their account - our team will support you with any documentation needed, making payments, and processing claims.

Priory