



Brightening
young futures



Birmingham and Solihull
Mental Health
NHS Foundation Trust

Your journey through Solar



Solihull's emotional wellbeing service for
children, young people, their families and carers



The start

Solar is an emotional wellbeing and mental health service for children and young people in Solihull.

Solar is a team of professionals who work towards helping you to achieve good mental health through a number of different approaches. The following information will tell you a little about what will happen on your journey through Solar.

Your first appointment

At your first appointment some of the people who live in your family home, such as other family members, may also be invited to come and meet us. If this is a problem, or if you would like to bring someone else, you or your parents can call us on 0121 031 2750, between 9am and 5pm Monday to Friday, to talk about this in more detail. It is important that everyone feels comfortable and able to talk openly about the worries that they have.

At the first appointment you and your family will be asked questions, such as:

- When did the difficulties start?
- How long have these difficulties been going on?
- Is there is a pattern to the difficulties, for example, do they occur more at certain times of the day?
- Are there any difficulties in school or socially?
- Do you have any physical health problems either now, or in the past?
- Have any significant events happened in the family?
- Are any other services involved?

We may need more information to help us decide what we can do to support you. This may mean speaking to teachers at school, or other people who are known to you. We would always discuss this with you first.

Sometimes we need to carry out further assessments and may have to ask another member of the Solar team to help. Don't worry if this happens as it will give you, and us, a better understanding of what is happening for you.

Your first appointment will usually take about an hour. By the end of your assessment appointment, we will know more about you and why you might be finding things difficult. We will discuss what changes you would like to make and how we can help to support this. Sometimes, we might think about other services that may be able to help as well.

This may include a second appointment in Solar, or it may be that another service may be more suitable for you.



Follow-up appointments

At your next appointment, you will meet with your allocated therapist. They will work with you to develop a **plan of care** that is tailored to your needs. Solar offers lots of different approaches, which include mostly **talking therapies**, **creative therapies** and **sometimes medication**. Solar also offers a range of workshops for children and young people, including ways to manage anxiety and emotions.

We try to see you somewhere convenient for you where we can. Your appointments could be arranged at one of our clinics, in your school or a school near to you, at a GP or other healthcare building, or in your home.

We will create your care plan together where we will **set goals** about what you would like to work on with Solar, and how we can work together to achieve those things. We will talk regularly about how the appointments are going and whether it is helping you to feel better. We aim to help you to feel better quickly so that you can get on with your daily life.

Leaving Solar

When you are getting ready to move on from Solar, we will work with you to make sure you feel comfortable about your next steps. If you are going to another service, we will work closely with that service to ensure the change is smooth and that you feel supported.



If you are a **young person aged 16 and over**, you are treated as an **adult**. You can consent to your own treatment so may access our services without parents or carers being aware.

If you are **aged 13 and over**, we are required to assess whether or not you are able to **consent** and have enough **understanding** of our services to access support without the consent of your parents or carers.

If you are **aged 13 and under**, your **parents or carers** will need to be aware of, and give their **consent** to, your referral to Solar. They will be involved with us in your care.



Information sharing

What you tell us will be **confidential**. This means that it will be kept private and will stay within this service except for exceptional circumstances when we ask your permission to share your information with other services that work with you.

We will always respect your wishes if you do not consent to us sharing information, except:

- If we believe you are at risk.
- If we believe someone else is at risk.
- If we are legally required to share the information, for example following a court order.

We will assess whether you have the capacity and understanding to consent to your treatment and your information being shared.

Crisis – what to do in an emergency

If your mental or emotional health gets worse quickly, you may be in need of immediate help, in order to keep you, and others, safe from harm.

In these cases you can contact the **Solar crisis service**, which can be contacted by telephone on **0121 301 2750 (Monday to Friday, 9am to 5pm)**, providing you with direct access to a clinician, who will assess whether you need to be seen by our crisis team. We will advise you what to do next.

Out-of-hours, the crisis team are available (**weekdays 5pm to 8pm, weekends 8am to 8pm**) on **0121 301 5500** – please ask to speak to the Solar crisis team.

If you, or someone you know, are in immediate danger of serious harm (for example, if someone has taken an overdose), please call **999** or go directly to your nearest **Accident and Emergency (A&E) department**.



Further information

If you would like further information about Solar this can be found on our website at www.solihull-solar.org

You can also find out about the services provided by Solar under the Child and Adolescent Mental Health Services (CAMHS) on the **NHS website at www.nhs.uk**.

There are other services that you, your family or carers may wish to access, or read about, that can offer support.

Parenting Programmes

Solar co-ordinates a range of parenting workshops across Solihull. For more information contact the Parenting Team:

**0121 301 2773 or
bsmhft.parenting@nhs.net**

Kooth

Free, safe and anonymous online support for young people

www.kooth.com

Live online support available:

Monday to Friday:

from 12pm to 10pm.

Saturday and Sunday:

from 6pm to 10pm.

Time to Change

Vital information for children and young people to get them talking about mental health, and support for friends, family and colleagues.

www.time-to-change.org.uk

Childline

A free and confidential helpline for children and young people,

24 hours a day

Tel: 0800 1111

www.childline.org.uk

Samaritans

A confidential and emotional support service, open **24 hours a day, 365 days a year.**

Tel: 116 123

Email: jo@smaritans.org

www.samaritans.org

Young Minds – for children and young people

Information about mental health and emotional wellbeing.

www.youngminds.org.uk

Young Minds – parent helpline

Free and confidential support for families and carers looking after young people aged up to 25 years.

Tel: 0808 802 5544

www.youngminds.org.uk

How to contact us

Out of hours

Tel: 0121 301 5500

Monday to Friday:
5pm to 8pm

Saturday and Sunday,
8am to 8pm

Bishop Wilson Clinic

1st Floor, Chelmund's Cross
Village Centre, Craig Croft,
Chelmsley Wood,
Birmingham, B37 7TR

Tel: 0121 301 2750

Monday to Friday,
9am to 5pm
(excluding bank holidays)

Freshfields Clinic

Downing Close,
Knowle, B93 0QA

Tel: 0121 301 2730

Monday to Friday,
9am to 5pm
(excluding bank holidays)

www.solihull-solar.org



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[@solihullsolar](https://twitter.com/solihullsolar)

Customer Relations Team

For advice and support on services
provided by Solar.

Monday to Friday,
8am to 8pm
(excluding bank holidays).

Tel: 0800 953 0045 (Freephone)

Email: bsmhft.customerrelations@nhs.net

Text: 07985 883 509

Birmingham and Solihull Mental Health NHS Foundation Trust

Unit 1, 50 Summer Hill Road,
Birmingham, B1 3RB

Main switchboard:
0121 301 0000

Website: www.bsmhft.nhs.uk



SMOKEFREE

We are a smokefree trust