Adolescent and Young Adult Service

Leaflet for Professionals
Who are we?

The Adolescent and Young Adult Service at the Tavistock & Portman NHS Foundation Trust is a specialist service for young people between the ages of 14 and 25 (and up to 30 in the Young People’s Consultation Service), designed to meet a variety of needs specific to adolescents and young adults who are struggling with mental health issues.

The service is multi-modal and multi-disciplinary, staffed by a team with expertise in the psychological and emotional difficulties of this age range.

How can we help?

Adolescent and Young Adult Service (AYAS)

Therapeutic Assessment

When young people are referred, we will spend some time getting to know them and hearing about the difficulties they are facing. This means they are seen for a few sessions (roughly four to begin with), or for a longer time. We take great care to offer a comprehensive assessment of each young person’s individual circumstances and needs.

We may then suggest one of the therapies we offer here or sometimes we will recommend another service we feel is better suited to helping that young person. We would always discuss this with the young person themselves and liaise as appropriate with their existing professional network, if relevant.

Interventions

Individual therapy

We offer a variety of therapies, based on the particular needs of the individual young person, formulated in conjunction with them during assessment. However, our primary conceptualisation of the mind and mental health is from a psychoanalytic perspective. This is a way of understanding how we think and feel that considers the conscious and unconscious influence of relationships, past and present. There is increasing evidence emerging for the longer-term efficacy of psychoanalytic/dynamic therapies, particularly for those individuals with chronic emotional and relationship difficulties and those who have undertaken previous treatments but continue to experience distress.

The Service offers psychoanalytic/psychodynamic therapy. A range of other therapies are also offered in our service. These include CBT (Cognitive Behaviour Therapy), IPT (Interpersonal Psychotherapy), DIT (Dynamic Interpersonal Therapy), EMDR (Eye Movement Desensitisation and Reprocessing), Short Term Psychoanalytic Psychotherapy (STPP), and Trauma-focused CBT.
Although we are not a crisis service, psychiatric assessment (and review) is available to those for whom it might be of benefit alongside other therapeutic interventions.

**Group Work**

It might be that for some young people joining a therapeutic group is considered beneficial. For more information about which groups are currently running in the Service, please get in contact with us.

**Family and Parent work**

There is also the option of family work and for parents to have a separate appointment to talk through their worries, relationship, and possible role in helping their adolescent or young adult child.

**Consultation to Professional Networks**

We provide specialist consultation to organisations and professionals involved in supporting young people referred to our service, where this is felt to be of benefit. We draw on our knowledge of psychoanalytic theory regarding group and organisational dynamics to facilitate an understanding of the often complex relationships young people have with services and that sometimes exists between services.

**Teaching**

We offer teaching/training or reflective practice sessions to school, college, and university staff. This provides a space to think about how to support the emotional wellbeing and development of adolescents and young adults and some of the inherent challenges this work can raise for frontline staff.
Why refer to us?

Tradition and Innovation

This specialist service has a long history and established tradition at the Tavistock Centre, spanning over 50 years, of offering a service to adolescents and young adults during this crucial phase of development. The service is one of the few NHS clinics able to offer a service specifically for young adults over the age of 18. We have a great deal of experience, which helps us to understand the particular and often complex issues faced by this age group.

We also continue to adapt our service provision according to the current context of adolescents and young adults. For example, we consider the contemporary digital lives of this population to inform our clinical practice and risk assessment procedures. We also contribute to growing the evidence-base for psychoanalytic therapies; for example developing STPP (Short Term Psychoanalytic Psychotherapy) within the service.

Access and Engagement

The Service attends particularly to issues around engagement, as this age group can find it difficult to access psychological help, sometimes feeling particularly ambivalent about psychological therapy and mental health services. For this reason, the Service accepts self-referrals and works actively to support young people to remain engaged in therapy including, for example, by using media such as text messaging to communicate information regarding appointments.
**Flexibility and Accessibility**

The Service offers a range of interventions from very brief (4 sessions), to longer term psychotherapy, and works both with individuals and families. We can also offer group interventions but please contact us in advance to find out which groups are running if your referral is specific to a request for group work.

Help is also offered to parents of adolescents and young adults, where appropriate, alongside the young person’s therapy. We also provide a Parent Consultation Service (PCS) to parents of adolescents and young adults not already accessing our service (see below for more detail).

**Service User Involvement**

We encourage service user involvement. For example, service users support our recruitment process and co-facilitated a workshop on the use of digital media in adolescence.
Who to refer to us?

Young people who are often able to make best use of our service are those who are curious about their own minds and emotional wellbeing and who would like help to improve their difficulties. However, we appreciate this can fluctuate and we will work with young people to consider the meaning for them of accepting help and any accompanying ambivalence.

We are not a crisis service. We cannot accept referrals of young people in acute states of crisis, including severe eating disorder that requires medical management or psychosis.

If you would like to discuss a referral, please do not hesitate to contact us.

How to refer to us?

There are different pathways of referral depending on the age of the young person (over or under 18) and the borough where they reside.

If you would like to make a referral, please contact our referrals coordinator on:

Tel: 020 8238 2326
Fax: 020 7435 3733
Self-referral: Young People’s Consultation Service (YPCS)

The Young People’s Consultation Service offers 4 free, confidential consultations to anyone aged between 16 and 30 who has personal or emotional difficulties or dilemmas that they would like to talk to somebody about. For example, these could be difficulties in relationships with family, friends or partners, or with school, college or work.

Any Camden resident between the ages of 16 and 30 can self-refer to the YPCS at any time. The YPCS is also offered to young people up to 25 years old in Barnet, and in Westminster for over 18s. We are also hoping to offer this service in other areas in the future.

Self-referral: Parent Consultation Service (PCS)

The Parents Consultation Service provides a confidential counselling service to parents and carers of 14-25 year olds.

It is for parents or carers who are concerned about the mental health of a child aged between 14 and 25 years old and / or who are experiencing emotional difficulties with a child within this age range, who is unwilling to seek help for him/herself.

We can offer parents up to four meetings of about one hour each, to help them develop new understandings of the difficulties you they facing and think with them about possible ways forward.

This is a self-referral service. The Service is open to all families whose GP is located in a borough for which there is a contract with the Tavistock and Portman NHS Foundation Trust. Currently contracted boroughs are: Barnet; Brent; Camden; Central London; Ealing; Enfield; Hammersmith and Fulham; Haringey; Herts Valley; Islington; and West London. We also hope to offer this service to families from other localities in the future.

Please note: the Adolescent and Young adult Service also offers separate parent appointments to those parents of young people being seen themselves in our service. The Parent Consultation Service is a specialist self-referral service for parents whose child is not already accessing our Service.
Feedback and Outcomes

We actively seek feedback from young people and carers on the services we provide and the feedback received from young people (age 14-25) outlines some of the aspects of a mental health service which feels important to them. In the last year:

- 96% of young people reported that they felt treated well in our service.
- 94% of young people reported that their views and worries were taken seriously.
- 89% said they would recommend our service to a friend.
- 93% said that overall they felt the help they'd received from us had been good.
“I am very happy with the services offered by the Tavistock Centre”

“Everyone, from admin to doctors, offer genuine human contact and care”
Respondents said that:

Therapists were:

"attentive, helpful, understanding, committed and good at listening."

Many said they found their "problems easier to deal with" as a result of the service.

Other positives included that the patients thought they were "in good hands" and that they "could build a relationship" with the staff.

"I have never had such appropriate, considerate, consistent care"

"Everyone is friendly and helpful, thank you!"
Contact information

Adolescent and Young Adult Service
Tel: 020 8938 2326
Email: atyps@tavi-port.nhs.uk

Young People’s Consultation Service (YPCS)
Tel: 020 8938 2337
Email: ypcs@tavi-port.nhs.uk

The Parent Consultation Service (PCS)
Tel: 020 8938 2337
Email: atyps@tavi-port.nhs.uk
If you need this information in a different language or format please contact the communications team, communications@tavi-port.nhs.uk

Nese ky informacion ju duhet ne nje gjuhe ose format tjeter, ju lutemi kontaktoni grupin e komunikimit ne communications@tavi-port.nhs.uk

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Si vous desirez recevoir ces informations dans une autre langue, prière de contacter l’équipe technique à : communications@tavi.port.nhs.uk

Wenn Sie diese Information in einer anderen Sprache oder in einem anderen Format benötigen, kontaktieren Sie bitte das Kommunikationsteam, communications@tavi-port.nhs.uk

Se hai bisogno di queste informazioni in una lingua o formato diverso, contatta il team comunicazioni, communications@tavi-port.nhs.uk

Se precisar desta informação numa língua ou formato diferente, solicitamos que contacte a equipa de comunicações: communications@tavi-port.nhs.uk

Si necesita tener esta información en otra lengua o formato, contacte con el equipo de comunicación: communications@tavi-port.nhs.uk

Haddii aad macluumaadkaan u baahan tahay luqad ama qaab kale, fadlan la xiriir kooxda is-gaarsiinta, communications@tavi-port.nhs.uk