

# The Kolvin Service

## Adolescent Forensic Service

### Patient information leaflet







<b>Contents</b>	<b>Page</b>
Introduction	4
What is the Kolvin Service?	4
Who are we?	4
What will happen when I meet the Kolvin Service?	5
Where will I be seen?	5
Interpreters	5
Confidentiality	5
Availability	6
Problems, complaints or suggestions	6
Further information	7
Contact details	7

## **Introduction**

This leaflet is for young people in Aycliffe Secure Centre or Kyoel House Secure Children's Home. It explains what the Kolvin Service does.

## **What is the Kolvin Service?**

The Kolvin Service is an adolescent forensic mental health team. We work with young people with mental health difficulties, offending behaviour, or who may be a risk to themselves or others.

## **Who are we?**

We have different team members who work together to help children and young people who are having problems with their behaviour, emotional wellbeing or mental health.

The team consists of:

**Nurses** - Usually the first person from our team you will meet, they may make a referral to another team member or provide interventions themselves.

**Psychologists** - Specialist who will help you to understand thoughts, feelings and behaviour and work to improve them.

**Psychiatrists** - A doctor who diagnoses mental health problems and may ask you to take medication.

**Occupational Therapists** - Will work with you to improve your daily living skills.

**Speech and Language Therapists** - Provide support in improving communication.

## **What will happen when I meet the Kolvin Service?**

The first person you meet will be a nurse. This will be within three working days of your arrival.

The nurse will complete a Comprehensive Health Assessment Tool or “CHAT”. This is a screening assessment that helps us to understand your needs. You will be asked questions about how you feel and how you communicate.

You might be referred to see another member of the team to help.

The nurses may come to visit throughout your stay to offer you support.

## **Where will I be seen?**

Most young people meet with team members in the unit where you live. You can choose to have a member of residential staff with you.

## **Interpreters**

If you would like an interpreter, this can be arranged prior to your appointment.

## **Confidentiality**

The information you give will be used to inform your care. This means it may be shared or discussed with staff who work with you. We might also share information with other people involved in your care. We will ask you if there is anyone you do not want us to share information with.

If we think that you or someone else might be at risk, we will have to tell someone, like the Police or Social Services. We will talk to you about this first.



## **Availability**

The Kolvin Service work Monday-Friday from 9am to 5pm. If you need to speak to us, please ask residential staff to contact us.

We are not an emergency service. If there is an emergency outside of working hours, your residential worker will contact the local Children and Young People's Service for support.

## **Problems, complaints or suggestions**

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust has a complaints policy. Please ask residential staff, your advocate, or any member of the Kolvin Service if you would like a feedback form.

If you think that we could improve our service then please let us know your idea.

We want to know what you think about your care and how you would like us to work with you. A team member from the Kolvin Service will meet with you throughout your stay to ask for your feedback.



## **Further information**

We hope this leaflet gives you the information you need about the Kolvin Service. If you are not sure of anything in this leaflet please ask a member of the Kolvin Service or residential staff to explain it.

## **Contact details**

The Kolvin Service  
St Nicholas House  
St Nicholas Hospital  
Jubilee Road  
Gosforth  
Newcastle upon Tyne  
NE3 3XT

Telephone: 0191 245 6629

Website: [www.cntw.nhs.uk/FCAMHS](http://www.cntw.nhs.uk/FCAMHS)



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre on telephone 0191 246 7288.

Published by the Patient Information Centre

2025 Copyright: Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust

Ref: PIC/798/0125 January 2025 V3

Website: [www.cntw.nhs.uk](http://www.cntw.nhs.uk) Telephone: 0191 246 7288

Review date 2028

Find us on social media, search for CNTW