

Therapeutic mental health services

Information for young people and young adults.

What is Orb8?

Orb8 provides therapeutic mental health, wellbeing and related health services for children, young people and young adults.

Orb8 specialise in working with children, young people or young adults who either cannot get a service from other agencies, or have not found this helpful or do not want to attend standard services.

We have a wide range of different professionals working with us such as therapists, doctors, nurses, speech therapists, psychologists and social workers.

We are different in that we will visit young people where they are based and try very hard to understand issues from their point of view. We always work with the carers and professional adults in a young person's life and our role includes helping everyone to better understand what is going on and how best to help.

Who do we work with?

Orb8 works with children, young people and young adults aged 0 to 25 years. We work with individuals, families and groups. We think it is very important to work with carers, and professional adults so they can do their best to support and care for young people.

We help children, young people and young adults who may have had a difficult start in life and who experience emotional and social difficulties where they might find it difficult to manage their feelings, get along with others or settle at home, school, work or other places.

The children and young people we work with may have had lots of other services involved, they may be in care, in special education, been in trouble with the police, or been involved with mental health services.

What do we do?

Orb8 tries to understand what a child, young person or young adult is struggling with, how their problems developed and provide help in changing things for the better.

We really want to know what young people think, what they are struggling with, what they are good at and what other people are doing which is helpful or not helpful. We want to do our best to understand them and their situation.

Once we have done this we will make some suggestions of what we think might be going on and what might be helpful in changing or improving things.

This might lead on to us offering to work with young people, their carers or professional adults to help things work better and help young people feel and manage better. This help might be individually, with family, carers, or in a group. It can include talking, learning or trying new things, using art, music or activities. Whatever we try will be with young people's agreement.

Professional processes

A professional adult would have asked us to become involved in helping a young person. They will provide some information about them and then we will arrange to go and see them.

If you are over 16 years old you can consent to the referral and to us coming to see you. We would always want to get your consent to visit and we will try very hard to explain and arrange a visit so you feel ok about seeing us.

Whatever your age you can change your mind about seeing us at any point but we would want to talk to you about this so we could understand what is going on and how best to help.

Orb8 is a business; we do get paid to work with you. A professional adult would have arranged for us to get paid and you do not have to worry about this.

Your opinion

We really want to hear what you think about Orb8 services and workers.

We ask for feedback when we start and finish seeing you and sometimes in between. We have a feedback form or you can be recorded on your workers phone or you can contact the office.

If you are not happy with our service or your worker please do tell us. You can ask a carer or professional to help you complain or you can contact us yourself. We take all complaints very seriously and will listen very hard to what you are saying to work out how to deal with your complaint.

We also like to hear about what you like about us or your worker and always encourage compliments as well.

We are available Monday to Friday 9am to 6pm.

Email: admin@orb8.org Telephone: 07800 970 049 Or find out more at www.orb8.org