



Ceannasaí Náisiúnta Oibríochtaí Meabhairshláinte  
Ospidéal Naomh Lómáin,  
Baile Phámar Baile Átha Cliath 20.  
R: [PQReps.NatMHOPS@hse.ie](mailto:PQReps.NatMHOPS@hse.ie)

Head of Operations, Mental Health Service  
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Deputy Duncan Smith,  
Dail Eireann,  
Leinster House,  
Kildare Street,  
Dublin 2.

6<sup>th</sup> July 2022

**PQ Number: 32586/22**

**PQ Question: To ask the Minister for Health the current staffing levels of staff for the Child and Adolescent Mental Health Services helpline service; and if he will make a statement on the matter. - Duncan Smith**

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Dear Deputy Smith,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question, which you submitted to the Minister for Health for response. I have examined the matter and the following outlines the position.

To answer your Parliamentary Question, there is no Child and Adolescent Mental Health Services helpline service nor are there any plans to have a helpline for CAMHS which is a secondary and tertiary specialist mental health service.

The framework guiding *Sharing the Vision, a Mental Health Policy for Everyone* (2020) identifies six levels of support and services, against which service planning is made. These six levels are identified with the aim of ensuring that people receive the support they need, when they need it – the objective being to improve our capacity for prevention and early intervention whilst ensuring specialist mental health services can meet the needs of those experiencing more serious mental health difficulties. The six levels of support are: information and mental health promotion; self-help; person-to-person supports; community and primary care mental health services; specialist mental health services; and, mental health services to address enduring and complex needs. Helpline services take place within Levels 1 and 2 of this framework.

The YourMentalHealth website provides information and signposting on all mental health supports that are available nationally and are provided by the HSE and its funded NGO partners.



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## Services Provided

### Mental health promotion

For young people, SpunOut.ie provides quality-assured mental health content and signposts available supports and services in the community. SpunOut.ie, which is funded by the HSE, has very significant brand awareness amongst its target audience of 12 to 25 year olds and attracts around 200,000 site visits per month. Jigsaw has similarly high recognition levels amongst 12 to 25 year olds and in addition to clinical services, they actively promote positive mental health at a population level.

### Person to person and community supports

Person-to-person supports include formal and informal support and can be one-to-one or group based. Delivery of person-to-person supports can be face-to-face, by phone or online. Examples that are particularly relevant to young people include the HSE-funded 24/7 crisis support service text50808 and Childline's 24/7 telephone helpline. At a national level, the HSE is funding Jigsaw to provide clinical services at 13 different locations across Ireland. Jigsaw have adopted a blended approach to service provision through the current pandemic, offering phone and video consultations to young people. Jigsaw provide early intervention mental health services which focus on the needs of 12 to 25 year olds. Staffed by fully-trained professionals across a number of disciplines, Jigsaw provide a range of community based mental health services for young people experiencing mild to moderate mental health difficulties. The HSE also funds the counselling organisations MyMind and Turn2me to provide online counselling to both adults and young people.

### Specialist mental health services

While considerable mental health need can be met at community and primary care levels, some young people will need specialist services. Those specialist services are provided through CAMHS, the Child and Adolescent Mental Health Services. CAMHS is a specialist clinical service for people under 18 with moderate to severe mental health difficulties that affect their thoughts, feelings and behaviours every day. Only a small percentage of the population would require access to this service. Some conditions treated in CAMHS include moderate to severe depression, anxiety and eating disorders. It is a secondary service for young people and usually requires a referral from a Primary Care professional like a GP.

Further information on supports, including helpline services, for young people can be found at the following links:

<https://www2.hse.ie/mental-health/>  
<https://www.mentalhealthireland.ie/resources/>  
<https://turn2me.ie/>  
<https://spunout.ie/>  
<https://www.mymind.org/>



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I trust this information is of assistance to you.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Tony McCusker', written in a cursive style.

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**Tony McCusker**  
**General Manager**  
**National Mental Health Services**