



‘You said..... we did’

Report on improvements being made to Children’s and
Adolescent Mental Health Services

December 2014

*Bracknell and Ascot Clinical Commissioning Group
Newbury and Community Clinical Commissioning Group
North and West Reading Clinical Commissioning Group
Slough Clinical Commissioning Group
South Reading Clinical Commissioning Group
Windsor, Ascot and Maidenhead Clinical Commissioning Group
Wokingham Clinical Commissioning Group*

Introduction

A comprehensive engagement exercise about Berkshire Children's and Adolescent Mental Health Services (CAMHS) service took place during the early part of 2014. Views were gathered from children and young people, parents and foster carers, staff who work in the service, GPs and others who refer into the service and others with an interest in the service.

The results of this, including the findings and recommendations are available on the Berkshire Clinical Commissioning Groups¹ (CCGs) websites.

As a result, a number of recommendations were made for improving CAMHS in Berkshire.

This report sets out the progress to date in responding to these recommendations and the improvements achieved so far.

Recommendations:

1. Reduce waiting times for help and Increase resources to meet the increased demand.
2. Increase Tier 2² provision, to ensure timely 'early intervention', reducing escalation of mental health problems and reducing the need for specialist Tier 3/4 services.
3. Free CAMHS staff to work more collaboratively with partner agencies.
4. Improve support in schools.
5. Provide more detailed information about services and how to access them.
6. Deliver improved communications and administration
7. Improve the environment where children and young people (CYP) are seen or are waiting including providing more privacy for confidential conversations and improving the availability of toys.
8. Better post-diagnostic support, particularly for children with Autism Spectrum Disorder (ASD) and Attention Deficit Hyperactivity Disorder (ADHD).
9. Provide better access to services in a crisis and out of hours.

¹ Clinical Commissioning Groups in Berkshire:

West Berkshire: Newbury and Community CCG, Wokingham CCG, South Reading, North and West Reading CCG

East Berkshire: Bracknell and Ascot CCG, Slough CCG, Windsor, Ascot and Maidenhead CCG

² Mental health services for children and adolescents are organised into 4 tiers:

Tier 1: Primary level of care provided in schools, GP practices and voluntary organisations.

Tier 2: Provided by professionals working with primary care including community nurses, psychologists and psychiatrists.

Tier 3: Services for children with more severe, complex or persistent disorders provided by psychiatrists, psychologists and therapists.

Tier 4: Specialist services for children who are very unwell and need intensive support often involving in-patient care in hospital.

10. Provide a local 24/7 inpatient service for those CYP with the most complex needs.

What we did to address these recommendations

Recommendation 1: Reduce waiting times for help and increase resources to meet the increased demand

Berkshire East & Berkshire West CCGs have secured additional winter resilience funding from NHS England for 2014/15 to provide enhanced CAMHs help that reduces the number of young people whose needs escalate to crisis point.

Berkshire CCGs are working with partners³ to redesign the CAMHs care pathway so that more help and advice is available at an earlier stage. This will reduce the number of children and young people whose difficulties escalate so that they need a CAMHs clinical response. This includes training the children's workforce including school and early year's centre staff, GPs and youth workers.

Recommendation 2: Increase Tier 2 provision, to ensure timely 'early intervention', reducing escalation of mental health problems and reducing the need for specialist Tier 3 and 4 services

There is compelling national evidence that early intervention and prevention should be the focus of investment in CAMHs. This means providing timely support to children and young people before mental health problems become entrenched and increase in severity. This requires strong relationships between the various statutory and voluntary agencies who provide health and social care services.

Commissioners and providers of emotional health and wellbeing services, including CAMHs in Berkshire, are working together to develop effective, easy to access help for children, young people and new mothers who have emerging mental health issues. A number of pilot and research studies are underway to evaluate online, telephone and face to face support for anxiety, depression, self-harm and eating disorders. A CAMHs app is currently being trialled.

A pilot aiming to identify and support women with perinatal and postnatal mental health issues earlier is also underway. Postnatal depression can impact upon the mother's ability to securely bond with her child, which in turn can lead to developmental difficulties in the infant.

³ Partners have included Berkshire local authorities, public health, education, charities and voluntary organisations

Recommendation 3: Free CAMHS staff to work more collaboratively with partner agencies

Commissioners would like to provide more CAMHS support to services for children who are particularly vulnerable to mental health problems such as children in care, young people who have been excluded from school, young offenders and children who are subject to child protection plans.

Commissioners are looking at how to increase the capacity and availability of CAMHS for these vulnerable groups in partnership with local authorities (LAs).

Recommendation 4: Improve support in schools

The CCGs, Public Health and CAMHS have been working with schools to better understand their needs and provide additional support.

A pilot project on school based management of ADHD will start in January 2015 (Reading).

Some areas (Reading and Royal Borough of Windsor and Maidenhead) provide Emotional Literacy Support Assistants (ELSAs) commissioned by the LAs.

A training programme for schools is being trialled (in Slough and Bracknell Forest) based on existing training being used elsewhere such as PEPPCare⁴, Mental Health First Aid, MindFull and MindEd. This is a substantial change to existing working practices and will take time to be adapted to each local area. This links to the new care pathways that have been developed and are being implemented.

Recommendation 5: Provide more detailed information about services and how to access them

Berkshire Healthcare Foundation Trust (BHFT) has been working with CAMHS service users to improve communication. As a result of their 'Big conversation' with service users, they are currently producing information sheets about CAMHS and the additional support available both online and through other local agencies. This resource will be circulated to GP surgeries and discussed with GPs to enable young people and families to be informed of the range of support available to them in a timely manner.

⁴ The PPEPCare training programme offers evidence-based training and development opportunities in advanced communication skills and CBT techniques to all staff working with children and young people in Education and Primary Care. The training is aimed at all teaching staff (including class room assistants and support staff) and GPs and their colleagues. Funding has been made available to start rolling this training out across schools and GP Practices in Berkshire next year.

BHFT have launched a new CAMHs website⁵ which will include a 'Supporting You' section. This section will contain information and links to other agencies offering local support to families, as well as links to online resources and top tips.

As part of their summer building inspections, CAMHs service users said that they would like to see information relating to other local services and agencies based together within the waiting areas. BHFT CAMHs services are currently reviewing the literature and publicity within the waiting areas to provide up to date information within a special area of the waiting room at each CAMHS locality.

Young people have been consulted in the development of a CAMHs app. This is being trialled in a number of schools and colleges in the Slough area.

Local authorities have compiled lists of services that are available at Tier 2 and this is improving signposting within CAMHs. This directory of services supports teachers, GPs and others working with CYP, detailing where services are available and how to access them easily.

Recommendation 6: Deliver improved communications and administration

BHFT CAMHs service users and their families have helped to develop a service diagram for CAMHs which is accompanied by explanatory notes to guide young people and parents through the referral process, assessment and the various treatment pathways within CAMHs. The service diagram is also contained in their new leaflet about CAMHS. The new leaflet will provide information about services and what to expect when you come to CAMHs.

New processes have been introduced within BHFT CAMHs to ensure better communication with children, young people and their families while waiting for treatment. Service letters have been reviewed to provide clearer information on current waiting times.

A text reminder system is being implemented and processes put in place to manage repeat prescription requests.

The new BHFT CAMHs website will contain a section named 'Our Service' which will include detailed information on what will happen at assessment, what to expect post assessment within CAMHs pathways, treatment options and up to date information on the latest waiting times within each pathway. Service users have informed us that this will help them to make the most of our CAMHs service and enable them to form reliable expectations.

An 'Our Service' area is being introduced into the waiting rooms within each BHFT CAMHs locality. This area will contain a photo board of the staff members operating from that locality, the new service diagram and information on what to expect within CAMHs.

⁵ <http://www.berkshirehealthcare.nhs.uk/camhs/>

BHFT CAMHS are also signed up to trial CAMHS Web in 2015. CAMHS Web is a new online, interactive portal designed to support collaborative goal setting and shared decision making with children, young people and families

Recommendation 7: Improve the environment where CYP are seen or are waiting including more privacy for confidential conversations and availability of toys

BHFT have been working with CAMHS service users to review clinical and waiting areas to assess suitability and to draw up with a list of possible requirements. During the summer, service users were invited to conduct an inspection of the CAMHS waiting rooms and clinical spaces. Service user suggestions:

- Artwork, produced by service users, to be displayed throughout CAMHS buildings.
- Positive and inspiring messages within CAMHS buildings.
- Uplifting posters.
- Access to helpful, and reliable information on the issues they are experiencing within the waiting areas.
- Fidget toys and stress balls as distraction aids.
- A selection of up-to-date magazines.
- Annuals and other books to 'dip into' whilst they are waiting for their appointment.
- Less "gloomy" information and publicity on issues that are not directly related to young people's mental health.

Half term Participation Art workshops led to the production of numerous canvasses, bunting and other features that creatively capture many of the positive and inspiring messages that the service users would like to see.

BHFT are working to implement these suggestions within CAMHS localities and the service user ideas are also being fed into the planning process for the new CAMHS location in Wokingham. The layout of the new area within Wokingham Community Hospital has been planned to maximise privacy when service users are registering their attendance and clustered seating areas allow service users to feel less exposed while they await their appointment.

BHFT have reviewed training for reception staff, particularly around building resilience recognising the challenges and importance of this role within the service.

Recommendation 8: Better post-diagnostic support, particularly for children with Autism Spectrum Disorder (ASD) and Attention Deficit Hyperactivity Disorder (ADHD)

Berkshire commissioners are using the care pathways initiative to work with schools, local authorities and the voluntary sector to improve pre and post diagnostic support for children and young people.

CCGs commission the diagnosis part of the ASD pathway. There is much that schools, the voluntary sector and LAs offer to support children pre and post diagnosis. The challenge is to do this in a more coordinated way.

A pilot project on school-based management of ADHD will start in January 2015 (Reading). Learning from this project will help commissioners decide how to provide care for CYP with ADHD in the future.

Recommendation 9: Provide better access to services in a crisis and out of hours

Additional resources have been secured to extend the availability of CAMHs help in a crisis into the evening and over weekends and Bank Holidays.

Further resources will be used to provide more timely help for those young people who present with high risk with the aim of reducing the number of young people who reach crisis point.

Additional resources are being used to enhance the Early Intervention in Psychosis service for young people.

A new Psychological Medicines Service for teenagers aged 16+ has opened at Royal Berkshire Hospital (RBH), providing rapid response mental health assessments for people who are being treated for physical conditions.

This service works across the hospital, including in A&E, so that children and young people who are in hospital for physical health problems can be assessed for any mental health issues without a further referral. This enables more rapid access to mental health services when required.

CCG Commissioners in the East of Berkshire plan to pilot a similar scheme in Wexham Park Hospital this winter, which will mean young people will be seen more quickly in a crisis by CAMHs professionals

CCGs are working with the police, ambulance service, Local Authorities, Public Health, hospitals, Drug and Alcohol Teams and BHFT to develop an action plan as part of the Crisis Care Concordat.

CCG Commissioners in the West of Berkshire have commissioned the development of SHaRON young. This service will provide clinical and peer support (electronically) to young people and parents in the West of Berkshire before, during and after they access CAMHs including out of hours support. The service, which will begin in 2015, is likely to initially support parents before moving on to supporting young people by the end of 2015.

The new BHFT CAMHs website will prioritise the highlighting of information on how to access crisis and out of hours support making this information more readily available.

Recommendation 10: Provide a local 24/7 inpatient service for those CYP with the most complex needs

Berkshire CCGs are working with NHS England to seek additional funding in order to develop the Berkshire Adolescent Unit into a 24/7 service and to increase the number of beds that are available.

Next steps

There is still work to be done in addressing the recommendations above. Some initiatives are being piloted and will be evaluated to ensure they are effective before being rolled out further. Others are complex to implement and will take time to fully embed. There is, however, commitment from across all individuals and organisations involved, including those commissioning services, those referring to services and those providing services, to ensure the improvements are made and that the children and young people in Berkshire have the services they need for the future.