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BHFT CAMHS Update to Bracknell Forest Health & Wellbeing Board

December 2015

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Setting the Scene: CAMHS Referrals and Activity

Berkshire CAMHS has for some time been experiencing increasing rates of referral and waiting times for treatment in line with the national picture for Tier 3 specialist CAMH services.

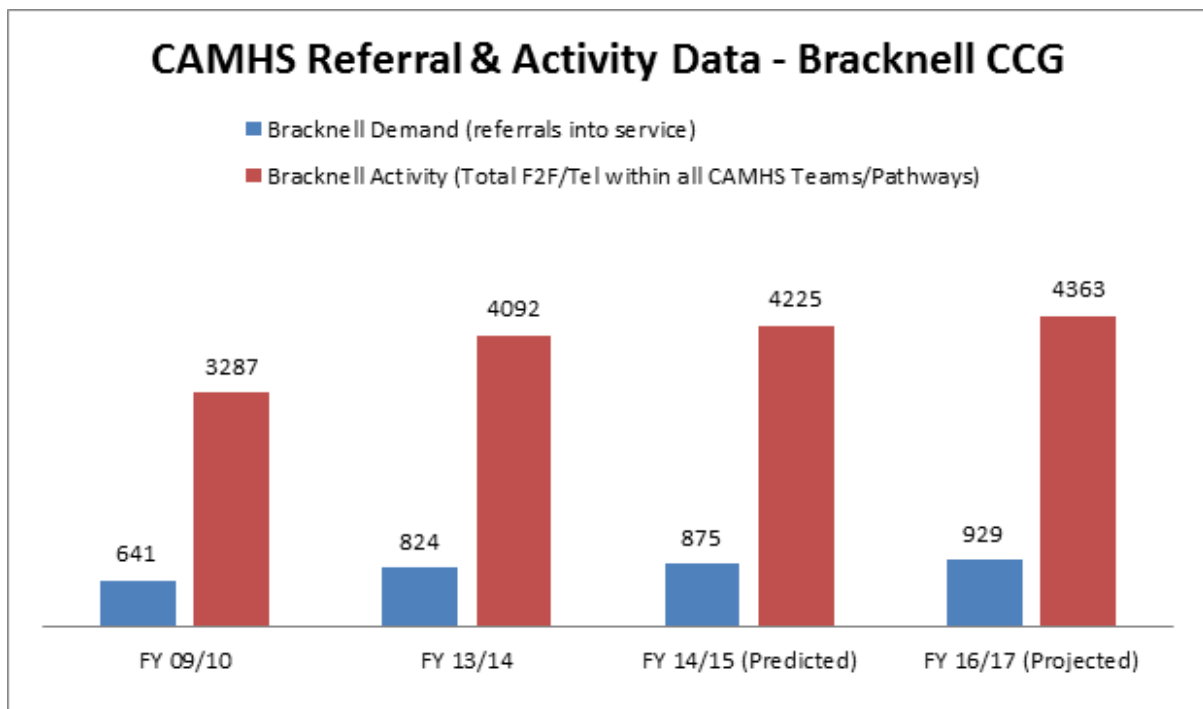
As an interim solution through 2014/15, BHFT, with the CCG's support, provided additional resources to the service to address the risk posed by deterioration of the mental health of children and young people waiting to receive treatment. From 2015/16 the service received additional recurrent funding through the national Parity of Esteem programme to enable recruitment to provide a safe, robust service with acceptable waiting times.

The CAMHS Parity investment was built on a two staged approach to achieve a sustainable, high quality integrated service based on 5 pathways, with increased out of hours provision and maximum waits of 6-12 weeks.

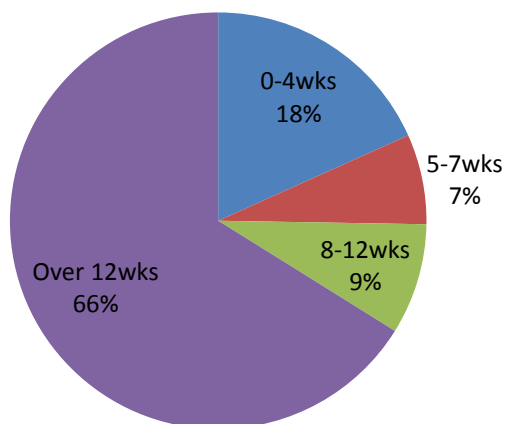
The first stage is to ensure sustained risk mitigation while addressing the priority of reducing waiting lists. The second stage is to implement changes to pathways, and transform both specialist children's pathways and CAMHS pathways to allow for more effective service delivery, integrating where it makes sense to do so.

Recruitment against this investment is underway and the service has retained temporary staff to enable continuation of clinical risk mitigation activity while recruitment is progressed.

The graph below shows the increase in referrals, activity and waiters for Bracknell (& Ascot) CCG (this is historic data and cannot be filtered to show Bracknell Forest Local Authority)



Breakdown of Waiters, by Waitband FY 14/15



Current Referrals and Waiters

Referrals to BHFT CAMHS have continued to increase through 2015/16 with a 5.6% increase in referrals across the East CCGs, and a 6% increase in the those accepted, requiring a service from Tier 3 specialist CAMHS.

Total numbers of young people waiting for the service increased to a peak in July of this year and have been gradually reducing since then.

New permanent staff have been starting with us since October, and following induction and training are now starting to take on a caseload of young people.

The table below shows the current numbers of young people waiting for an initial assessment in Common Point of Entry (CPE), our referral and assessment service, and those waiting for an intervention in all other teams and pathways.

Table 1 Current Waiters, Bracknell Forest Local Authority All Ages

LA_Band	BRACKNELL FOREST BOROUGH COUNCIL	EAST LA's TIER 3			
Count of Clientname	WaitWksBand				
Pathway2	0-4 wks	5-7 wks	8-12 wks	Over 12 wks	Grand Total
CAMHs CPE & Urgent care	132	49	10	2	193
CAMHs A&D Specialist Pathway	9	4	6	46	65
CAMHs ADHD Specialist Pathway	11	5	9	54	79
CAMHs ASD Diagnostic Team	6	2	7	141	156
Specialist Team	15	14	12	45	86
Grand Total	173	74	44	288	579

Please note that this data shows numbers waiting for a first confirmed face to face appointment in the specific team or pathway. Waiting times are given from the date of referral to the service (i.e. CPE) to first outcomed appointment:

- 100% of referrals rated as clinically urgent are triaged within 24 hrs. Those waiting over 6 weeks in CPE are routine referrals. All patients have had contact and are being actively managed to complete triage.
- All young people waiting in other teams and pathways have had an initial triage in CPE.
- All referrals are assessed for clinical risk and RAG rated. All red RAG cases are immediately allocated to a therapist for risk mitigation.
- Approximately 30% of those showing as waiting are receiving treatment within CAMHS. For example, some are being seen in the ADHD pathway or specialist community team but waiting for an Autistic Spectrum Disorder (ASD) assessment. 18% of the over 12 week waiters on the Attention Deficit Hyperactivity Disorder (ADHD) pathway have either not attended appointments or not returned assessment tools, and are being actively managed under the appropriate care protocol.
- Numbers of young people waiting peaked in July this year but have been starting to reduce since then. Additional permanent staff have now commenced work in the Specialist Community Team, Anxiety and Depression (A+D) and ADHD pathways and we anticipate seeing numbers waiting over 12 weeks reduce significantly by the end of the financial year.
- The ASD pathway remains a concern in terms of service capacity, with particular difficulty recruiting short term staff to this pathway. We have now appointed substantive new staff who will be starting in the new-year.

CAMHS Pathway and Customer Care

All young people referred to CPE who are assessed as not requiring an intervention from the specialist CAMHS service are supported through psycho-education, signposting and referral to other appropriate services.

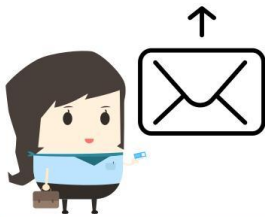
All CAMHS teams and pathways have customer care protocols in place to provide support for children, young people and families while waiting.

Information on current waiting times is provided alongside contact details for the team, information about what to expect from the team, self-help information, signposting and referral to other sources of support.

The pictogram below has been developed with our service users to show the journey through our service.

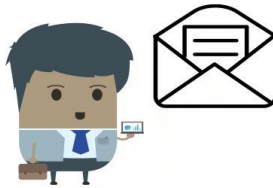
HOW DOES CAMHS WORK?

a typical journey through the service



Referral sent

your GP, school or healthcare professional refers you



Referral received

all of our external referrals go to our Common Point of Entry (CPE) team



Referral assessed

we look at the best options for you inside and outside our service



CAMHS teams

SCT, A&D, ADHD, ASD - see our leaflets or website for what happens in each team



Outcome

we will agree on a plan together with you. This might involve a referral to one or more of our CAMHS teams or to another, more appropriate service



Initial Assessment

we call or arrange an appointment to discuss your difficulties in more detail



Waiting list

you may be placed on waiting list for a specific assessment, treatment or further review



Specialist Assessment / Treatment

each team will offer different options for your difficulties



Discharge

we will regularly review your needs and work with you until you reach a safe place to leave our service

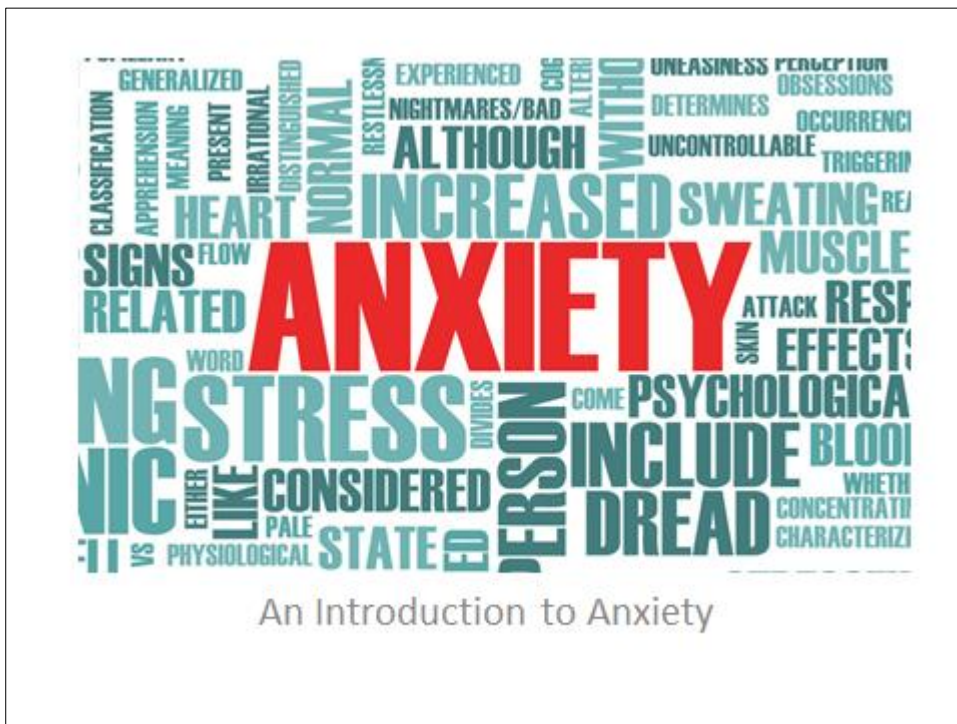


The CAMHS website has been being developed over the past 12 months with significant input from our service users.

Snapshot for information on website:



We hold workshops for service users and families:



We provide leaflets and information about our services and other sources of help.

Kooth engagement and new referral process

The BHFT CAMH service have met with representatives from Kooth on a number of occasions and have been signposting young people to the Kooth on-line service for some time; both as a suitable service for young people who do not require an intervention from Tier 3 specialist CAMHS, and as a source of support to those waiting for an intervention.

During a joint engagement meeting with the Kooth and the Bracknell Forest Public Health teams on 23rd October, it was clarified that the numbers of young people indicating that they had been directed to Kooth by CAMHS were low. It was agreed that the BHFT CAMH service would:

1. Be more directive and refer newly referred young people directly to Kooth, rather than signposting for self-referral
2. Review all those waiting for a CAMH service across all teams and pathways, providing information about the additional support available via Kooth and referring them to the on-line service, where they wished to take up this offer.

Table 2 below shows the numbers of young people aged over 11yrs i.e. suitable for the Kooth on-line service, on our current waiting lists.

Table 2 Current Waiters, Bracknell Forest Local Authority 11yrs and over

Count of Clientname	WaitWksBand				
	0-4 wks	5-7 wks	8-12 wks	Over 12 wks	Grand Total
CAMHs A&D Specialist Pathway	6	4	5	31	46
CAMHs ADHD Specialist Pathway	4	2	1	17	24
CAMHs ASD Diagnostic Team	2			52	54
CAMHs Specialist Community	13	11	9	30	63
CAMHs CPE & Urgent care	26	11	5		42
Grand Total	52	28	20	130	229

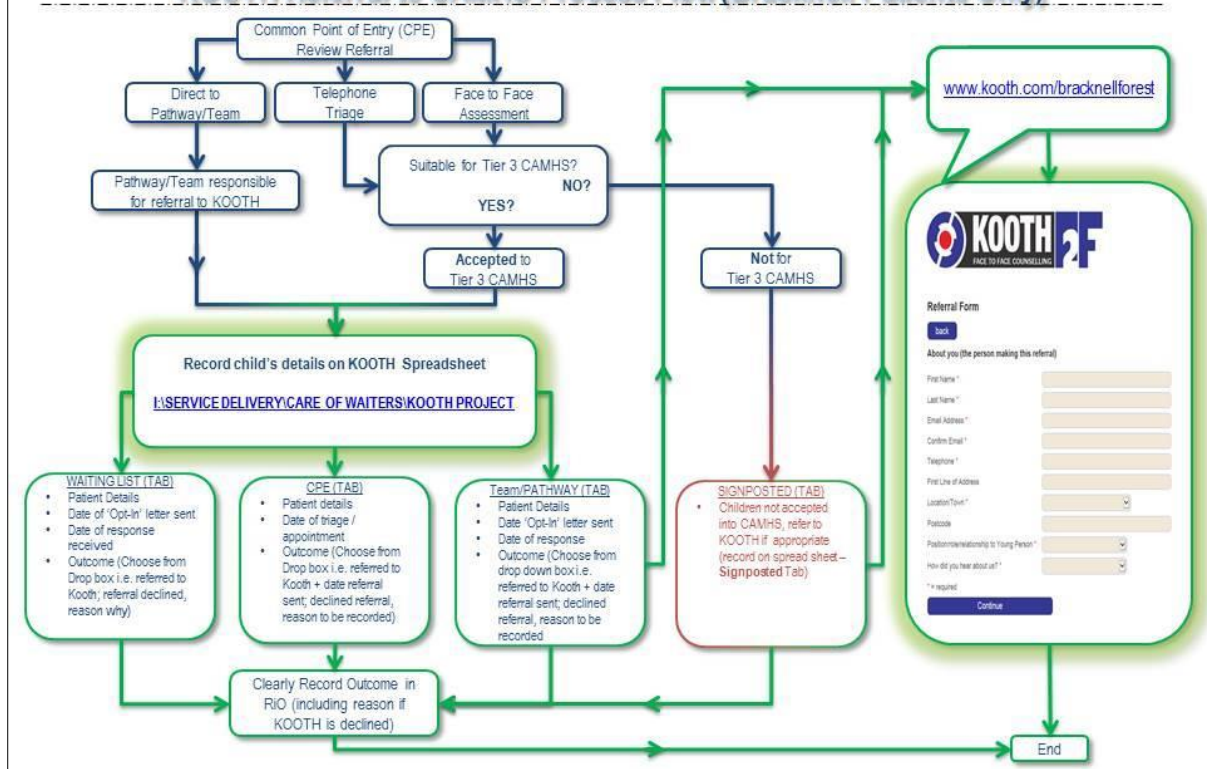
40% of young people currently waiting meet the age criteria for the Kooth service

BHFT CAMH service is now offering Kooth as an option for support to all new referrals. We have also been undertaking a review exercise and contacting those currently waiting. Consultation with our service users found that they wanted the opportunity to 'opt in' to referral while waiting, rather than us referring all.

From November we have implemented the following processes for those young people newly referred to CAMHS:

DRAFT

KOOTH Referral to CAMHS Process Flow (Bracknell Patients Only)



Progress to Date

We had some initial teething problems with the Kooth electronic referral form but have now resolved those with support from Kooth, and are actively making referrals to those young people newly referred to us who are not already accessing Kooth services.

New CAMH referrals directed to Kooth

- 5 young people have been referred directly to Kooth.
- 2 young people have declined the referral but stated that they would self-refer.
- 5 young people declined the referral but were referred to other sources of support while waiting (note that 1 young person declined the referral on the basis of a previous experience).

CAMH waiting list review for referral to Kooth

- Consultation with service users about process for referring to Kooth.
- Waiting list review complete.
- All patients waiting over 12 weeks across all teams and pathways have been sent a letter providing information about Kooth and asking for agreement to refer.
- All patients waiting over 8 weeks will be sent this letter by the end of this week /early next week.
- Kooth has been added to our information resources as a source of support for Bracknell young people