

Health and wellbeing board update

13 December 2017

Care Quality Commission (CQC) thematic review of children and young people's mental health services – Hertfordshire fieldwork



The image shows a promotional banner for 'Healthy Young Minds in Herts'. At the top is the NHS logo. Below it, the text 'Healthy Young Minds in Herts' is displayed. The central part of the banner features a large clock icon and a small illustration of three people. To the right of the illustration, the text reads: 'Extended hours has meant urgent cases being seen more quickly. For 95% of children and young people we were seen within the four-hour target time (as at January 2017)'. At the bottom left, there are logos for 'Herts Valleys Clinical Commissioning Group' and 'East and North Hertfordshire Clinical Commissioning Group'. On the bottom right is the Hertfordshire county logo featuring a stag.

NHS

Healthy Young Minds in Herts

Extended hours has meant urgent cases being seen more quickly.
For 95% of children and young people we were seen within the four-hour target time (as at January 2017)

#HertsCAMHS

NHS
Herts Valleys Clinical Commissioning Group

NHS
East and North Hertfordshire Clinical Commissioning Group

Hertfordshire

CQC thematic review – background

- Announced by PM in January 2017
- To look at ‘what is and is not working’ in children and young people’s mental health services
- Led by CQC with input from Ofsted
- Feed into a new Green Paper on children and young people’s mental health
- 10 HWB areas chosen for fieldwork

Overarching question for the review:

“How can we ensure that all partners make their unique contribution and work together so that children and young people, and their families, have timely access to high-quality mental health care?”

CQC thematic review – in Hertfordshire

- Hertfordshire was the final area visited, for a week from 2 October
- Focus groups considering KLOEs held with more than 100 staff, stakeholders, families, children and young people
- CQC review team met commissioners and all providers
- Four cases tracked during the week

CQC thematic review – our back story

- Local review in 2015 and comprehensive needs assessment made case for change, with:
 - a system that lent itself to crisis management
 - concerns about waiting times, in particular from children and young people
 - one in 10 CYP likely to need support
- Hertfordshire's CAMHS Transformation Plan signed off by Hertfordshire Health and Wellbeing Board

<http://hertsvalleysccg.nhs.uk/publications/leaflets-and-posters>

CQC thematic review – our success story

- Improving emotional and mental wellbeing of children and young people, needs – not a diagnosis
- A strong, strategic local system
- Embedded, long-standing partnership arrangements
- We know our strengths and areas of development
- Committed to ensuring a positive and timely journey for CYP needing emotional & mental wellbeing support
- Relentless in our drive to ensure emotional and mental wellbeing of children and young people is everyone's business – and coproduced with CYP

KLOE 1: Identifying & responding to mental health needs

- Strengths: System-wide agreement, strategic oversight
- Delivery against local priorities in the past 2 years:
 - Families First early help model
 - Kooth & Tier 2 expansion, 3,000+ CYP supported
 - Crisis support – 9am-9pm 7 days a week
 - CAMHS School links
 - PALMS development
 - A multi-agency countywide Mental Health First Aid Training programme
- **Being developed:** workforce training & improving access

KLOE 2: Working together

- Strong, well established local partnerships
- Emotional & mental wellbeing a shared priority
- Longstanding joint commissioning – 10 years+
- Joint working protocol and trusted assessment in place
- Innovation Fund to develop and grow practice
- Tools for Schools, GPs and social workers
- Multi-agency Families First & Family Safeguarding models
- Engagement from Safeguarding Children Board
- **Being developed:** multi-agency pathways & school/CAMHS links

KLOE 3: Experience of care

	<p>My mental health story NHS</p> <p>"I now come into school every day whereas I didn't before because of anxiety about it."</p> <p>Herts young person who used school counselling service Safe Space</p> <p><u>#HertsCAMHS</u></p>	<p>My mental health story NHS</p> <p>"Thank you for listening, well, reading and responding. I think what you do is so great and amazing."</p> <p>Herts young person who used online counselling service Kooth</p> <p><u>#HertsCAMHS</u></p>	<p>My mental health story NHS</p> <p>"I am less stressed, Mum and Dad say I am less short-tempered and not as angry."</p> <p>Herts young person who used school counselling service Safe Space</p> <p><u>#HertsCAMHS</u></p>
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	<p>My mental health story NHS</p> <p>"Sometimes things get worse before they get better, but they do get better."</p> <p>Herts young person who has had specialist mental health support</p> <p><u>#HertsCAMHS</u></p>	<p>My mental health story NHS</p> <p>"It is really good to get help with my problems, so that now I can be the best I can be."</p> <p>Herts young person who has had specialist CAMHS support</p> <p><u>#HertsCAMHS</u></p>	<p>My mental health story NHS</p> <p>"Thank you so, so much for talking to me. You've really helped me think about why I'm feeling bad."</p> <p>Herts young person who used online counselling service Kooth</p> <p><u>#HertsCAMHS</u></p>
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Experience of care

- Ongoing engagement with CYP leading to change
- HPFT 2016 NHS benchmarking against other Tier 3 CAMHS providers:
 - better performance for waiting times
 - lower than average DNAs,
 - better than average compliments
 - Re-referrals well below average
 - 2016/17 – 24 complaints and 342 compliments
- **Being developed:** Information sharing, crisis support, workforce pressures & support for CYP with challenging behaviour

KLOE 4: Funding in Hertfordshire

- CCG additional investment of £2.8million on an ongoing basis – a 25% increase (total investment now £13.7million)
- Lack of clarity about future additional NHS funding
- Investment by other partners is less clear cut as many services have an element of prevention and early intervention - Children's Services invests over £21million per annum in services that contribute to supporting improving emotional wellbeing

CQC thematic review – positive feedback

- Early intervention approach, Families First
- Clear educational strategy
- Effective eating disorder team, Positive behaviour Autism Learning disability Mental health services (PALMS), targeted team
- Well managed CAMHS waiting times
- Risk assessment and trusted assessment
- Approach, especially boys stigma project

CQC thematic review – areas to consider

- Inconsistent approach to engagement between CAMHS and schools
- Inconsistency attendance at Team Around the Family (TAF) by CAMHS
- Analysing data is good but not analysed well
- Consider black and minority ethnic (BAME) population
- Wi-Fi issues for NHS staff at council sites
- Publicising parent/carer support via clinicians

CQC thematic review – next steps

- Our formal feedback expected – a letter and a face-to-face meeting with review leads
- Phase one report published in October 2017
- Nationally, Green Paper due to be published November/December
- White Paper expected in spring 2018

What's next on our transformation journey with children, young people & families?

- Commitment to coproduction
- Embedding 'everybody's business' in existing arrangements
- Multi-agency pathways starting from early help
- Increasing access to NHS funded counselling
- BME access
- Focus on boys and young men
- Taking on responsibility for Tier 4 inpatient beds
- Development of a dedicated S136 suite
- What is working and ongoing integration within financial challenges

Transforming Children and Young People's Mental Health Provision: a Green Paper

- Department of Health & Department of Education
- 4th December 2017

Summary of proposals

- https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/664409/Transforming_children_and_young_people_s_mental_health_provision.pdf
- The proposals in the green paper are open for consultation until 12 noon on Friday 2 March 2018

Key proposals, timelines and funding

- Each school to identify and train a designated senior lead for MH
- New mental health support teams
- Reduction in waiting times for NHS services
- Appointment of ‘trail blazer’ areas
- Ambition - between 1/5 and 1/4 of all areas to operationalise proposals by 2022/23
- Additional £300 million to fund the proposals

Proposal 1: senior leads for MH in schools

- Responsible for:
 - developing whole school approach, identifying pupils with difficulties
 - Knowledge, liaison with local services
 - co-ordination of school based interventions, support staff development
 - monitoring of outcomes
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- Government proposal to incentivise this role
 - Training to support to be explored

Proposal 1: Current position in Hertfordshire

- 420 schools with mental health lead
- training course for leads
- online toolkit
- whole school approach self review tool
- kite mark
- Documents, processes for communication between schools and services
- project - collecting outcome data informing practice

Proposal 2: mental health support teams

Proposal 3: waiting times

- New teams - CBT and group based intervention
- In line with Herts community wellbeing workers
- Expectation new teams will provide training, support to professionals
- Robust Single Point of Access models

- Reduce the waiting time to intervention to 28 days for NHS CAMHS
- Target will be implemented in areas where the new mental health support teams are operational

Wider action to support CYP mental health

- Mental health awareness training offered to every school
- Mental wellbeing as part of new PSHE curriculum
- Ofsted - how they will add rigour to school improvement around supporting MH
- Improvements to initial teacher training
- Implementation of peer support programmes
- SEND policy to manage expectations about MH support schools can provide

Wider action to support CYP mental health

- Impact of social media on CYPs mental health
- Further papers will recommend - funding of additional parent support programmes within local areas
- New national partnership to explore improving provision for 16-25 year olds
- Expert group to look at research on prevention, commission further research if required, develop guidance for local areas