

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



NHS

Healthy Young Minds in Herts



Extended hours has meant urgent cases being seen more quickly. For case-referrals, 95% of children and young people 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 



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

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
- Inconsistence 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

- 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