



# **healthwatch** York

## **An update report on CAMHS services 2019**

**May 2019**

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## **CAMHS Review Update 2019**

### **Introduction**

In 2017 Healthwatch York undertook a piece of work to highlight parents' experiences of Child and Adolescent Mental Health Services (CAMHS) in York. CAMHS is a service for children and young people under the age of eighteen experiencing mental health difficulties. This report provides an update on the progress within CAMHS following the recommendations made in the 2017 report.

### **Summary of CAMHS Review 2017**

The 2017 Healthwatch report analysed the results from a survey completed by York Inspirational Kids. The survey was launched in June 2017 to review parents' experiences. It ran for two weeks and received 55 responses. These provided a snapshot of people's experiences. Within the Healthwatch report we also took into account information we received from parents/carers contacting us directly, and information we had previously received from York Carers Centre.

#### **The following issues were highlighted by respondents:**

- Long waiting times for assessment and diagnosis
- The need for earlier diagnosis to ensure parents and schools could better support children

- A need for better joint working and commissioning and improved communication with private and voluntary sector service providers
- A lack of information about where else families could go to get support

People said that once support was provided by CAMHS it was generally beneficial. However, more attention to the needs of parent carers and siblings was needed. People experienced difficulties re-engaging with services post discharge.

## **The National Picture**

Many of the issues identified by Healthwatch York were already recognised locally at the time of the survey. The situation in York also reflected a generally poor national picture. Since the publication of the Healthwatch CAMHS review, there have been a number of national reports addressing the issue.

The National Audit Office published 'Improving children and young people's access to mental health services'<sup>1</sup>. In 2015, it was estimated that only around a quarter of children and young people that needed support from mental health services were able to access those services. The report highlighted various challenges to the government's commitment to address the inequality between mental and physical healthcare.

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<sup>1</sup> National Audit Office (2018) Improving children and young people's access to mental health services

The Education Policy Institute published a report<sup>2</sup> assessing the state of children's mental health services in England. The report examined access to specialist services, waiting times for treatment, and provision for those children that are not able to receive treatment. The report used Freedom of Information requests to providers of CAMHS and local authorities in England. Key findings from the data included:

- An increase in number of referrals to specialist children's mental health services by 26% over the last five years. This is a substantial increase, despite a population increase of only 3%.
- An on-going trend in high rejection rates. As many as one in four children referred to specialist mental health services were deemed inappropriate for specialise treatment in 2017/18. Rates have failed to improve substantially over the last 5 years. The most common reason for referrals being rejected was that children's mental health conditions were not serious enough to meet the eligibility criteria. Among those excluded were some young people who had self-harmed or experienced abuse. In addition, there is limited follow-up for these children and data which suggests limited alternative services are available.

A recent survey report published by NHS Digital<sup>3</sup>, collected information from 9117 children and young people and combined reports from children and young people, their parents and teachers. The survey found that:

- One in eight (12.8%) 5 to 19 year olds had at least one mental health condition when assessed in 2017.

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<sup>2</sup> Education Policy Institute (2018) Access to children and young people's mental health services

<sup>3</sup> NHS Digital (2018) Mental Health of Children and Young people in England

- Emotional conditions were the most prevalent type of problem experienced by 5 to 19 year olds. Specific mental health conditions were grouped into four broad categories: emotional, behavioural, hyperactivity and other less common disorders.
- A slight increase over time in the frequency of mental health conditions in 5 to 15 year olds (from 9.7% in 1999 to 11.2% in 2017).

In late 2018, the Children's Commissioner for England published a briefing on Children's Mental Health<sup>4</sup>. Some positives were highlighted. CAMHS was seen to be improving in most areas of the country, with both workforce capacity and spending increasing. However, the increase in capacity may not be keeping pace with the also increasing demand for services. Of more than 338,000 children referred to CAMHS in 2017/18, only 31% received treatment within the year. Another 37% were not accepted into treatment, or were discharged after an assessment. A further 32% were still on waiting lists at the end of the year. The briefing suggested the following:

- Greater equality in spending on child and adult mental health services. This will require an increase in CAMHS spending, as well as expansion of specialist mental health treatment to make sure that access is provided to all children who need it.
- By 2023 the NHS should be in a position to make sure:
  - No child who needs help is turned away.
  - There is a clear four-week waiting time target.

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<sup>4</sup> Children's Commissioner (2018) Children's Mental Health Briefing

- There is provision of lower-level children's mental health services which are easy to access, to avoid conditions deteriorating.
- There is an NHS funded counsellor in every school.

The Government's vision for improvement to services was set out in the report, 'Future in Mind'<sup>5</sup>. However, the specific actions and budget required for their proposals were not identified. In addition, limitations in what data is available regarding how many children and young people receive mental health services, how much is being spent on these services, and what care is most effective, has prevented the ability to understand and accurately measure progress.

These national reports from 2018 provide a clear picture that there is still a lot of work to be done.

## **Recommendations in 2017**

The Healthwatch report in 2017 made a number of recommendations relating to the issues highlighted by respondents.

The initial response from Tees Esk and Wear Valleys NHS Trust (TEWV) and NHS Vale of York Clinical Commissioning Group (VoYCCG) highlighted that the number responding to the survey was low relative to their overall caseload. However, they were keen to address the issues raised. They gave a number of examples where progress was being made. For example, the setting up of a Single Point of Access (SPA) from the 30<sup>th</sup> January 2017 and the School Wellbeing

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<sup>5</sup> Department of Health (2015) Future in Mind Promoting, protecting and improving our children and young people's mental health and wellbeing

Service which completed its pilot during 2016. This initial response was included in the published Healthwatch report.

## **Update on progress following 2017 recommendations**

In October 2018, and again in June 2019 TEWV and VoYCCG provided an update to Healthwatch York on the progress to services made following the recommendations from the 2017 report. These can be found in full in appendix 2. The response indicates a range of new investments, initiatives and service changes that have occurred since the survey in 2017. Examples include:

### **Early intervention and prevention service improvement. This can be seen through:**

- A continued investment in the School Wellbeing Service<sup>6</sup>. This is a service which has worked with 600 pupils over two years. Those involved (children and staff) have reported high levels of satisfaction with this service.
- Continued investment in the Family Rapid Intervention Support Team by CYC (City of York Council) and VoYCCG. This team works with 5-10 families per year.
- Increasing provision of the required workforce. For example, TEWV, with the support of VoYCCG, are recruiting 2 trainee Child Psychological Wellbeing Practitioner trainees, to commence

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<sup>6</sup> The School Well-being Service. Available at: <https://www.yor-ok.org.uk/sws.htm>



training in January 2019. This is part of the NHS England strategy to increase the CAMHS workforce by 2020.

- A mentoring service for young people through York Mind and a new counselling service for 16-25 age group commissioned by CYC and delivered by York Mind.
- Additional investment in CAMHS to reduce waiting times on the Emotional Health Pathway and increase the number of autism assessments.

### **Provision of faster emergency appointments for those in crisis.**

#### **Work to improve this has involved:**

- Faster access to emergency appointments has been provided through the TEWV crisis response service, started in July 2017, which has significantly reduced the numbers of admissions into Tier 4 care (inpatient care) in York (although the precise size of the reduction is not given).
- From July 2019, the crisis response service will operate 24/7, including telephone support.
- Since 2017, the Safe Haven walk in centre at 30 Clarence St, has been available 7 days week between 7pm and 10pm for over 16s.

### **Improvement in getting in contact and being able to communicate with services. This can be seen through:**

- Clearer pathways to services. Single Point of Access now accepts self-referrals and delivers 30 minute telephone consultations with a clinician. This has improved access to information, enabled families to gain better understanding of referral processes and

pathways, and improved signposting to other support services as appropriate.

- People can now use email to contact services (not just telephone).  
The use of Skype for clinical work is being piloted.

Lastly, a new Centre of Excellence, joint funded by CYC and NHS England, will offer intensive short breaks provision for children and young people with autism or learning disabilities and challenging behaviours: work has commenced on the site, and it will be operational from summer 2020.

## **Children and Adolescent's Mental Health: A continuing priority**

Many of these service improvements demonstrate successful joint working and commissioning across TEWV, VoYCCG, CYC, and NHS England alongside working towards greater involvement with relevant voluntary sector organisations. The responses from TEWV and VoYCCG show that much of what is happening directly responds to concerns expressed by those using services.

In the VoYCCG governing body meeting on the 4<sup>th</sup> April 2019, some improved performance in CAMHS was discussed. Greater staff recruitment had meant the longest wait for the Emotional Health Pathway was now 46 weeks. In January 2018, 75% of patients received a second contact within less than 9 weeks, compared to 35% in January 2017. The average autism diagnosis wait was down from 59 to 50 weeks due to a new waiting list initiative.

Despite large scale changes and improvements made within this complicated network of services which support the mental health of children and adolescents, it is clear more work needs to be done.

VoYCCG make reference to the continued disparity of resources available to those with mental ill health compared to those with physical ill health. VoYCCG outline the continued risks of CAMHS long waiting lists and do continue to prioritise this area for investment going forward.

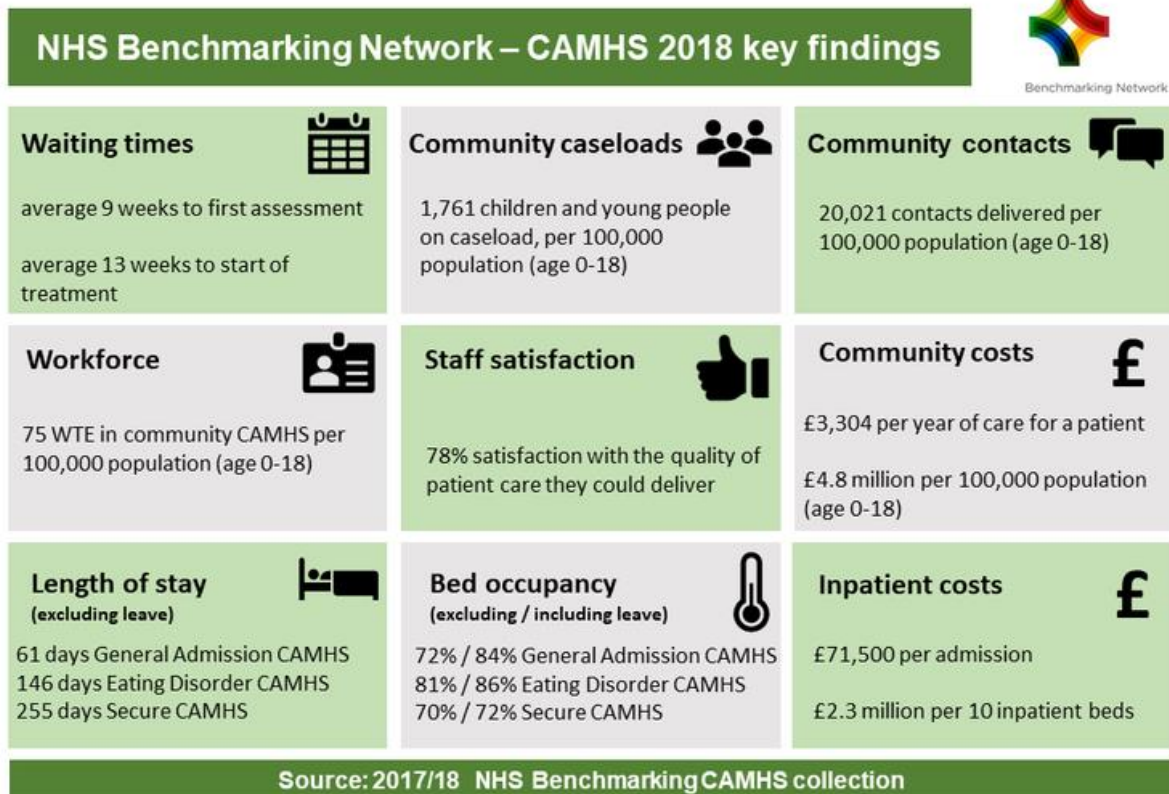
## **Learning from data: The NHS Benchmarking Network**

The NHS Benchmarking Network website supports NHS organisations to improve quality and performance. The NHS Benchmarking Network has produced key quality and performance benchmarks for CAMHS services in 2017/18.

TEWV submitted data to The NHS Benchmarking Network which covered the whole area that TEWV serves (i.e. Selby to Stanley, Hartlepool to Harrogate). It did not include the CAMHS beds in York which are provided by Leeds and York Foundation Trust. It did include the Middlesbrough-based beds (West Lane Hospital) and all of the community teams. The NHS benchmarking network has been effective at sourcing data from virtually every CAMHS provider in England, Wales, and the biggest Health Board in Scotland.

This collection of quantitative information will be useful for trusts to use in order to compare themselves against other, similar trusts. It should

help trusts to understand where there are opportunities to improve services and make comparisons as well as making sure standards are in line with other areas of the UK.



## Responses from York Carers Centre

Healthwatch York spoke to York Carers Centre to see if any changes were apparent since the initial report in 2017. York Carers Centre reported to Healthwatch York that in general they had been hearing positive feedback about:

- The Single Point of Access service.
- More time efficient pathways.

The Single Point of Access service was enabling effective and early information to some carers. Positive feedback had also been given around the changes to certain pathways which some carers felt had become more time efficient and responded better to families' needs.

York Carers Centre and Healthwatch York continue to receive feedback around:

- The lack of flexibility they experience from services.
- The lack of an outreach team during a crisis.
- Long waiting times.

Reduced flexibility in service provision particularly affects carers who have greater difficulty attending appointments due to issues such as reduced physical health or other carer responsibilities. Carers continue to report on the challenges of getting support in a crisis and the lack of an outreach team for these situations. Some carers felt that appointments in unfamiliar environments (e.g. hospitals and clinics) did not enable health professionals to see people in their home environment

and understand the difficulties or realities of their concerns. Waiting times continue to be an issue.

Going forward, York Carers Centre talked about the importance of continued joined up working between statutory and third sector services including sharing responsibility within the system and sharing access to funding and resources. This way of working could be used to improve all kinds of services and avoid unnecessary duplication in the system.

York Carers Centre highlighted the way TEWV had effectively taken forward the online training provided by York Carers Centre which was now being undertaken by most of the staff joining TEWV as one good example of this. TEWV had also recently approached York Carers Centre to discuss more options around training.

York Carers Centre told us that they are setting up a monthly drop in a peer support group for:

- People who are caring for younger people in transition between child/adolescent mental health services and adult mental health services.
- People who are in the early stages of caring.
- People who are caring for someone in crisis.

York Carers Centre have invited statutory services, such as CAMHS, to attend. This could offer a further platform for continued joined up working between statutory and third sector services whilst providing families with further support channels and places to bring the feedback needed to continue to improve our services.

## Healthwatch York Comments

It is clear that there is a need for a variety of approaches to address improving mental health in children and adolescents. Current work is taking place to address many of the issues raised in the 2017 report and is involving successful joint commissioning and multiple service partnerships across schools, mental health services and the third sector.

Healthwatch York welcomes the local commitment to focusing on children and young people's mental health. We continue to receive feedback across a range of health and social care issues including those around children and young people's mental health. Access to services and long waiting times continue to concern the public and have been fed back to Healthwatch York throughout 2018.

We will continue to signpost those who contact us to appropriate services and provide feedback on emerging issues we become aware of.

## Appendix 1: Useful information

Below are some links and contact details for various organisations or services. We appreciate there is a lot of information out there so please get in contact with us if you need any support finding the right service for your needs.

### Accessible Arts and Music

A charity running arts and creative media learning projects in and around York since 1982. They work with young people and adults with disabilities, older people with dementia and memory loss and people with mental health problems. The projects help people develop the confidence and skills to connect with their local community and have more of a say in the things that matter to them.

Website: <https://www.aamedia.org.uk/>

Email: [info@aamedia.org.uk](mailto:info@aamedia.org.uk)

Phone: 01904 626965



## **Asberger-Syndrome.Me.uk**

A website created by parents of a child with Asperger's Syndrome, designed to share what they have learned in order to help others.

**Website:** <http://www.asperger-syndrome.me.uk/>

**Email:** [help@asperger-syndrome.me.uk](mailto:help@asperger-syndrome.me.uk)

## **Autism Links**

A website which covers who to talk to, where to go and contains lots of helpful information all in one place.

**Website:** <https://www.autismlinks.co.uk/>

**Email:** [info@autismlinks.co.uk](mailto:info@autismlinks.co.uk)

## Autism Drop In Sessions for Parents & Carers

Would you like to meet other parents and carers of children and young people with Autism? Tea, Coffee and biscuits are available, and access to symbol software, to help make resources you may need, such as routines, timetables, cue cards or social stories. For ages up to 25 years old. Runs monthly on Wednesdays, 10 am to Noon.

For more information please contact Anne McKelvey or Denise Thomas (Specialist Teachers for Autism)

Email: [anne.mckelvey@york.gov.uk](mailto:anne.mckelvey@york.gov.uk) or [denise.thomas@york.gov.uk](mailto:denise.thomas@york.gov.uk)

Phone: (01904) 554311 or 555975

## Child Autism UK

A charity providing support, advice and services for children with autism.

Website: <https://www.childautism.org.uk/>

Phone: 01344 882248

## Choose2 Youth

Choose2 Youth is a non-profit organisation working with children, young people and adults with disabilities and additional needs in York and North Yorkshire.

They work to support and enable people with disabilities to reach their full potential by working with them and for them in a variety of ways and actively involving them in creating opportunities which focus on their personal and social development. This includes settings such as youth clubs, inclusive D of E (Duke of Edinburg), holiday provision and social events. They also offer volunteering opportunities, alternative learning provision (which can be accredited) and work experience.

Website: <https://choose2youth.co.uk/>

Email: [office@choose2youth.co.uk](mailto:office@choose2youth.co.uk)

Phone: 07933 115448

## Healthwatch Mental Health Guide

A guide to help people in York find out where they can get information, advice and support with their mental wellbeing.

Available at: <https://www.healthwatchyork.co.uk/mentalhealthguide/>

## National Autistic Society

A charity for autistic people and their families offering information and advice.

Website: <https://www.autism.org.uk/>

Phone: 0808 800 4104

## Salvere York

A non-profit company focused on helping people to organise care and support. Helps people to manage personal budgets, recruiting Personal Assistants etc.

Website: <https://salvere.co.uk/>

Email: [contactus@salvere.co.uk](mailto:contactus@salvere.co.uk)

Phone: 0300 303 3064

## **The Snappy Trust**

A charity supporting children and young people with wide-ranging disabilities from across the York area. They also have a 'Senior Snappy', weekly group for young people aged 17 – 25yrs.

Website: <https://www.thesnappytrust.org/projects>

Email: [office@snappyyork.co.uk](mailto:office@snappyyork.co.uk)

Phone: 01904 640 562

## **Specialist Autism Services (York)**

This is a non-profit organisation working for and with adults on the autism spectrum across Yorkshire, spreading autism awareness nationally.

They offer person-centred support, and create opportunities for people to build confidence, develop social skills, increase independence and fulfil their potential.

Website: <http://www.specialistautismservices.org/york/>

Email: [info@specialistautismservices.org](mailto:info@specialistautismservices.org)

Phone: 01274 789 789

## Specialist Teaching Team (York)

Provides specialist assessments, support, advice and teaching. The team offers a wide range of services to children, young people 0 -25 years of age and their families in a variety of settings.

Website:

[http://www.york.gov.uk/info/20166/special\\_educational\\_needs\\_and\\_disabilities/545/specialist\\_teaching\\_team](http://www.york.gov.uk/info/20166/special_educational_needs_and_disabilities/545/specialist_teaching_team)

Email: [sendept@york.gov.uk](mailto:sendept@york.gov.uk)

Phone: 01904 554204

## Tang Hall Smart

A non-profit community provider of musical clubs, classes and training programmes to the local community, and to those experiencing disadvantage from the wider York area.

Located at The Centre@Burnholme which houses Tang Hall Explore library and cafe, as well as other community providers. They operate from a suite of seven rooms consisting: of two music/arts classrooms, a band rehearsal room, electronics workshop, recording studio, beats room and office.

One of the key providers of community music and arts in York, but also a business, with in-house record label, Musication, and products created in the electronics workshop.

Website: <http://www.tanghallsmart.com/>

Email: [sue@tanghallsmart.com](mailto:sue@tanghallsmart.com)

Phone: 07725 997342

## **TEWV CAMHS guide**

An online guide about what you can expect from the child and adolescent's mental health services (CAMHS).

Available at: <https://www.tewv.nhs.uk/services/a-young-persons-guide-to-child-and-adolescent-mental-health-services/>

## **TEWV Recovery College Online**

Provides a range of online educational courses and resources to people with experience of mental illness, from service users to their family, friends and staff.

Available at: <https://www.recoverycollegeonline.co.uk/>

## The Tuke Centre Autism & ADHD Private Service

The Autism and ADHD Private Service offers a range of services on a private basis.

Website: <https://www.thetukecentre.org.uk/services/autism/>

Email: [info@thetukecentre.org.uk](mailto:info@thetukecentre.org.uk)

Phone: 01904 430370



## Yorkshire Children's Trust

They help children with life limiting conditions and disabilities by supporting their financial and emotional needs. The support can be around home modifications, respite holidays, travelling costs, or medical equipment.

They offer a person-centred Counselling Service for: adults who have sick or disabled children, children who have any illness or disability, children with behavioural needs, anxiety or depression, children who are being bullied, family members in need of the service, teachers or support workers and any staff who support vulnerable children.

(Not a free service, but only charge a minimal fee)

Contact: Sarah Thompson, Adult and Children's Counsellor, Yorkshire Children's Trust.

Website: <https://www.yctrust.uk/>

Email: [sarah@yctrust.uk](mailto:sarah@yctrust.uk)

Phone: 01422 728080

## United Response

A charity providing a range of support services for adults and young people with learning disabilities, autism, mental health needs or physical disabilities.

Services include The Autism Hub, The Boot Shop (Easingwold) and Training, Employment and Community Service

Website: <https://www.unitedresponse.org.uk/york-area-office>

Email: [info@unitedresponse.org.uk](mailto:info@unitedresponse.org.uk)

Phone: 01904 541 722

## United Response Autism Hub

A service for people with autism. It is a safe, predictable and comfortable environment for people to access support.

Based on Cornlands Road, Acomb, on the site of the Energise Gym, service users are able to use the space and support provided to learn new skills, be creative, relax and increase confidence in a range of social and work-related situations.

The support provided is tailored to the individual's needs. We are responsive, forward-thinking and encourage positive risk-taking to allow service users to take what they have learned, and use those skills to increase their own independence in other aspects of their daily lives.

Customers are charged per day attended. The Autism Hub is open from 9am-4:30pm and you can attend for all or some of these hours. The cost will be assessed by social services depending on your income.

Website: <https://www.unitedresponse.org.uk/york-autism-hub>

Email: [joe.smart@unitedresponse.org.uk](mailto:joe.smart@unitedresponse.org.uk) (Joe Smart, Service Manager)

Phone: 07791 015 359

## **York Ausome Kids (a sub-group of York Inspirational Kids)**

York Ausome Kids is a support group for parents/carers of a young person with autism/Asperger's/pathological demand avoidance in the York area. As a sub group of York Inspirational Kids, they aim to provide information and support for those with ASC/ASD specific needs.

Parents/carers can interact with each other, ask questions and share information in a safe environment. Latest news from the local council, government and other bodies is shared within this group as well as information on available groups, grants, trips and events.

Join via Facebook:

<https://www.facebook.com/groups/1580275828955677>

## **York Carer's Centre**

A service that supports people who are carers as well as people and organisations that work with carers in York. This service offers a wide range of support and information.

Website: <https://www.yorkcarerscentre.co.uk/young-adult-carers/>

Email: [enquiries@yorkcarerscentre.co.uk](mailto:enquiries@yorkcarerscentre.co.uk)

Phone: 01904 715490

## York Disability Tennis Network

A non-profit organisation providing specialist disability sessions for those who wish to play socially or compete within disability specific tournaments.

Staff have completed a course on Autism Awareness to enable a greater understanding of the Autism Spectrum.

Sessions are run at David Lloyd gym (Hull Road), Wigginton Tennis Club and York University

Website: <http://www.ydtn.org.uk/>

Email: [andycrockett@tennisforallYork.co.uk](mailto:andycrockett@tennisforallYork.co.uk)

Phone: 07926 172939

## York Inspirational Kids

A family focused group. This is run by families who have children with a disability and/or additional need and have a greater understanding of what families go through. They aim to support each other online, offer information and signposting to help families through difficult periods as well as offering social events so that families can meet informally.

Website: <http://keyworking.co.uk/what-we-do.html>

Phone: 01904 780880

## York Local Offer

Provides information for children, young people who have Special Educational Needs and Disabilities (SEND) and their families about what is available to them in York.

Website:

<https://www.yor-ok.org.uk/families/Local%20Offer/sendlocaloffer>

Email: [fis@york.gov.uk](mailto:fis@york.gov.uk)

Phone: 01904 554444

## York Mind

Promotes recovery from mental ill-health, emotional well-being and independent living. Offers projects supporting young people aged 13 and 16 (aged 16-25 for young people`s counselling) who are experiencing difficulties with their emotional wellbeing. We currently offer Counselling, Mentoring and Peer Support.

Website: <https://www.yorkmind.org.uk/>

Email: [office@yorkmind.org.uk](mailto:office@yorkmind.org.uk)

Phone: 01904 643364

## York Parent Carer Forum

York Parent Carer Forum work in partnership with the Local Authority, Health and other voluntary organisations to influence the provision and development of services via strategic groups.

Webiste: <https://yorkparentcarerforum.org.uk/>

Email: [info@yorkparentcarerforum.org.uk](mailto:info@yorkparentcarerforum.org.uk)

Phone: 07751828369

## Appendix 2: Update on progress of recommendations provided by TEWV and VoYCCG following the recommendations from the 2017 report. (Updated: June 2019)

Recommendation	To	Actions taken
Consider further investment in Early Intervention & Prevention Services to help reduce waiting times for CAMHS	City of York Council (CYC), Tees Esk & Wear Valleys NHS Foundation Trust (TEWV), NHS Vale of York CCG (VoYCCG)	<ul style="list-style-type: none"> <li>Since April 2016, the VoYCCG, in partnership with CYC and schools have invested in the School Wellbeing Service. The service has worked with over 600 pupils (to August 2018) so fewer children and young people have needed onward referral to CAMHS. Interventions have resulted in children and young people having reduced SDQ scores and a very high level of satisfaction (over 90%). The service receives clinical supervision from and works closely with CAMHS. The service has been able to</li> </ul>



		<p>extend its reach to include school holidays and to FE settings.</p> <ul style="list-style-type: none"><li>• VoYCCG has made additional investment in 2017/18 in CAMHS which is showing reduction in waiting times on the emotional pathway, mainly for lower level anxiety and depression.</li><li>• TEWV invested additional recurrent funds to increase the number of referrals for autism in 2018/19. This is showing a positive effect on waiting times, though referrals have continued to increase significantly.</li><li>• Additional recurrent VoYCCG funding from 2019/2020 into general CAMHS and autism assessments: the investment will fund 7 additional</li></ul>
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		<p>whole time equivalent staff and will clear waiting list backlogs within 12 months and be monitored against a 6 week target for referral to treatment.</p> <ul style="list-style-type: none"><li>• CYC investment in training 2 Wellbeing Workers and 2 Educational Psychologists in Mental Health First Aid (MHFA) Youth. Offered at a subsidised rate to mental health champions.</li><li>• CYC additional investment in the FIRST service (Family Rapid Intervention Support Team), which works with families at risk of breakdown: the service works with 5-10 families a year, preventing children and young people being placed in residential schools out of area.</li></ul>
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		<ul style="list-style-type: none"><li>• NHS England capital funding (£1m) in 2019 for the new Centre of Excellence, which includes therapeutic short breaks for children and young people with autism or learning disabilities and challenging behaviours, to be run by the FIRST service.</li><li>• CYC counselling service for 16-25 age group, provided by York Mind.</li><li>• Local Area Teams have commissioned mentoring for young people through York Mind. The approach taken has a strong focus on improving young people's well-being through mentoring.</li></ul>
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<p>Consider ways to provide faster emergency appointments for those in crisis</p>	<p>TEWV, VoYCCG</p>	<ul style="list-style-type: none"> <li>• TEWV provides a crisis response service 7 days a week 10 am to 10 pm. The service saw over 600 children and young people in 2017-18 and, working using a four step model of support reduced significantly the numbers of admissions into Tier 4 care from the York area and eliminated the pressure on community clinicians to respond immediately to children and young people in crisis. There has been a reduction in admissions to the paediatric wards from A&amp;E. TEWV have agreed to extend the operational hours to 24/7 from July 2019. It is expected this will further reduce the need for admissions to both Tier 4 and paediatric wards.</li> <li>• All children and young people referred into CAMHS are assessed and treated on the basis of clinical need: for example, those with an eating disorder</li> </ul>
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		<p>requiring urgent intervention should commence treatment in around 5 days.</p> <ul style="list-style-type: none"> <li>• Whilst waiting for appointments, families are advised to use the TEWV Keep in Touch support system, if they need interim support.</li> </ul>
<p>Consider long-term treatment options for young people who return to services to maintain mental wellbeing and prevent crises</p>	<p>TEWV</p>	<ul style="list-style-type: none"> <li>• Some young people require episodic periods of care rather than on-going monitoring such as required by children and young people with ADHD. Some young people present to services when in crisis but then struggle to commit to on-going intervention. Others do not benefit from the usual intervention offer from CAMHS but continue to have on-going needs. TEWV have had a Rapid Process Improvement Workshop to develop a pathway for these young people's needs. The pathway is currently in</li> </ul>

		<p>development, will be piloted and findings implemented across all localities once agreed.</p> <ul style="list-style-type: none"> <li>• The addition of the Crisis Team, including the available telephone support has enabled young people to access support immediately rather than problems escalating and requiring referral.</li> </ul>
<p>Develop different ways of communicating with families for appointments and assessment – e.g. through email rather than just telephone</p>	<p>TEWV</p>	<ul style="list-style-type: none"> <li>• All correspondence sent from Lime Trees from 1<sup>st</sup> October 2018 has included the Reception email address for families to use. This email account will be checked on a daily basis.</li> <li>• Recovery College Online launched in 2019: this enables all children, young people and families to access high quality advice and information about mental health and well-being. Supported by TEWV,</li> </ul>

		<p>the website is available to all, not just TEWV patients. <a href="https://lms.recoverycollegeonline.co.uk/">https://lms.recoverycollegeonline.co.uk/</a></p>
<p>Improve support for those who struggle to engage, including offering more appointments in a format that the child/young person is most comfortable with, such as Skype or Facetime appointments, or at a venue that they feel 'safe', to enable them to best engage with CAMHS</p>	TEWV	<ul style="list-style-type: none"> <li>TEWV are piloting the use of Skype for clinical work. If the pilot proves to be successful this will be rolled out to all clinical services. Young people who struggle to attend appointments are able to access the telephone support offered by the Crisis service, who in turn liaise with the generic CAMHS team.</li> </ul>
<p>Clearer pathway for children/young people and/or families to re-engage with services post discharge</p>	TEWV	<ul style="list-style-type: none"> <li>The Single Point of Access (SPA) has accepted self-referrals since July 2017. All families and young people are able to self-refer via the SPA. The SPA clinician offers a 30 minute telephone consultation to</li> </ul>

		<p>all families, irrespective of how they were referred to ascertain how the service can help or, if the CAMHS service is not indicated signpost to a more appropriate source of support.</p> <ul style="list-style-type: none"> <li>• Whilst waiting for appointments, families are advised to use the TEWV Keep in Touch support system, if they need interim support.</li> <li>• At point of discharge, children, young people and families are advised how to get back in touch if they have continuing concerns.</li> </ul>
Consider ways to support improved communication with other bodies that provide	York CVS, CYC, VoYCCG, TEWV	<ul style="list-style-type: none"> <li>• The CYC Strategic Partnership for Emotional Mental Health and the Early Intervention and Prevention Sub group have representatives from the voluntary sector (York Mind, NSPCC, IDAS, Time to Change)</li> </ul>



services such as voluntary and private sector services		as well as statutory sectors, including VoYCCG, police, and York Hospital.
Work together to develop and adopt a joint commissioning approach - CYC / VoYCCG / NHS England	CYC, VoYCCG, TEWV, NHS England	<ul style="list-style-type: none"> <li>• School Wellbeing Service is a successful example of a jointly commissioned service with funding from VoYCCG, Schools and LA, with access to CAMHS Supervision.</li> <li>• Crisis support service is an example of joint working with NHS England: the service is funded through New Models of Care that redirects inpatient budgets to community-based services, reducing need for inpatient placements.</li> <li>• Transforming Care Partnership (TCP) across North Yorkshire and York works to ensure that children and young people with autism/LD and presenting</li> </ul>

		<p>with challenging behaviours are appropriately supported in the community reducing the need for inpatient admissions. The TCP has and continues to work successfully on systems of support, and the evidence is that joint work between social care, education, crisis team and specialist health commissioners mean that fewer children and young people have required admission to inpatient units.</p> <ul style="list-style-type: none"><li>• The Centre of Excellence project has received £1 million NHSE capital funding to develop the offer of intensive short breaks for children, young people and families with autism and challenging behaviours</li><li>• Assistant Director of Joint Commissioning, funded jointly by VoYCCG and City of York Council, works across both organisations.</li></ul>
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		<ul style="list-style-type: none"> <li>• TEWV, with the support of VoYCCG are recruiting 2 trainee Child Psychological Wellbeing Practitioner trainees, to commence training in January 2019. This is part of the NHS England strategy to increase the CAMHS workforce by 2020.</li> </ul>
<p>Consider how to strengthen signposting to other services that can provide support/help to children/young people and their families, including better signposting to voluntary sector/peer support such as York Carers Centre, York Parent Carers Forum, York Inspirational Kids</p>	<p>CYC, TEWV, VoYCCG</p>	<ul style="list-style-type: none"> <li>• York Parent Carers Forum is a member of the Strategic Partnership for Disabled Children, which works across all SEN (special educational needs) services including mental health.</li> <li>• York Family Information Service is now part of Local Area Team arrangements. The purpose of the service to support children, young people, parents, carers and professionals understand what services are available and how to access them.</li> </ul>

		<ul style="list-style-type: none"> <li>• York Local Offer provides a wealth of information signposting families to additional support and activities within the community. <a href="https://www.york.org.uk/families/Local%20Offer/sendlocaloffer">https://www.york.org.uk/families/Local%20Offer/sendlocaloffer</a></li> <li>• York Healthwatch Guide to Mental health Services is a comprehensive directory of support and advice services and organisations. <a href="https://www.york.org.uk/families/Local%20Offer/sendlocaloffer">https://www.york.org.uk/families/Local%20Offer/sendlocaloffer</a></li> </ul>
Work effectively with schools & families and improve support for schools to ensure that all children experiencing emotional and mental health difficulties	CYC, TEWV, VoYCCG	<ul style="list-style-type: none"> <li>• Continued investment in School Wellbeing Service from VoYCCG. Schools Forum and CYC enabling the service to extend its reach to school holidays and to FE settings.</li> </ul>

<p>receive the best support possible at school</p>		<ul style="list-style-type: none"> <li>• CYC investment in 'Worth it' to introduce Mental Health Champions to secondary schools.</li> <li>• CYC investment in training 2 Wellbeing Workers and 2 Educational Psychologists in Mental Health First Aid (MHFA) Youth. This has been offered at a subsidised rate to mental health champions.</li> <li>• The Educational Psychology (EP) Service continues to deliver the 6-day training programme for ELSAs (Emotional Literacy Support assistants) on an annual basis.</li> <li>• The EP Service also offers traded training on a range of topics relating to social, emotional and mental health.</li> </ul>
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		<ul style="list-style-type: none"><li>• The EP for Children in Care has produced a leaflet on Executive Functioning and attachment for the Virtual School and delivered training on attachment-friendly behaviour policies to designated teachers.</li><li>• TEWV has provided training sessions for schools around autism, ADHD and eating disorders.</li></ul>
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## York CVS

Healthwatch York is a project at York CVS. York CVS works with voluntary, community and social enterprise organisations in York. York CVS aims to help these groups do their best for their communities, and people who take part in their activities or use their services.

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## This report

This report is available to download from the Healthwatch York website:  
[www.healthwatchyork.co.uk](http://www.healthwatchyork.co.uk)

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