

Health and Wellbeing Board

8 November 2017

Report of the Health and Wellbeing Board Healthwatch York Representative and the Corporate Director of Children's Services, Education and Communities.

Healthwatch York Report – Children and Adolescent Mental Health Services (CAMHS) Review 2017

Summary

1. This report asks Health and Wellbeing Board (HWBB) members to receive a new report from Healthwatch York about children and adolescent mental health services in York. The report is based on patients' experiences and is attached at **Annex A** to this report.
2. Health and Wellbeing Board members are asked to respond to the recommendations within the report.

Background

3. Healthwatch York produces several reports a year arising from work undertaken as part of their annual work programme. These reports are presented to the Health and Wellbeing Board for consideration.
4. In December 2016 Healthwatch York were contacted by York Carers Centre who raised concerns about CAMHS in York. Healthwatch York also met with York Inspirational Kids in June 2017 and they raised concern about the difficulties parents faced getting support from CAMHS and also concerns about funding for mental health services in York.

Main/Key Issues to be Considered

5. There are a number of recommendations arising from the report and these are set out in the table below:

	Recommendation	Recommended to
1	Consider further investment in Early Intervention & Prevention Services to help reduce waiting times for CAMHS	NHS Vale of York CCG (VoYCCG) City of York Council (CYC) Tees Esk & Wear Valleys NHS Foundation Trust (TEWV)
2	Consider ways to provide faster emergency appointments for those in crisis	TEWV / VoYCCG
3	Consider long-term treatment options for young people who return to services to maintain mental wellbeing and prevent crises	TEWV VoYCCG
4	Develop different ways of communicating with families for appointments and assessment – e.g. through email rather than just telephone	TEWV
5	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	TEWV VoY CCG
6	Clearer pathway for children/young people and/or families to re-engage with services post discharge	TEWV
7	Consider ways to support improved communication with other bodies that provide services such as voluntary and private sector services	VoYCCG, TEWV, York CVS, CYC
8	Consider how to strengthen signposting to other services that can provide support/help to children/young people	TEWV VoYCCG

	Recommendation	Recommended to
	and their families, including better signposting to voluntary sector/peer support such as York Carers Centre, York Parent Carers Forum, York Inspirational Kids (see Appendix 2)	City of York Council (CYC)
9	Work effectively with schools & families and improve support for schools to ensure that all children experiencing emotional and mental health difficulties receive the best support possible at school	TEWV; VoYCCG; CYC
10	Improve access to appropriate Carers Assessment of needs and support for parent carers, including for those who are waiting for a CAMHS assessment, diagnosis or further support	CYC; TEWV; VoYCCG
11	Consider ways of improving support for siblings, including proactive identification and signposting of young carers	TEWV CYC VoYCCG

6. Healthwatch York's report deals with experiences of CAMHS and the recommendations are useful in their relevance to a range of agendas and services. The CAMHS Review 2017 report and its associated recommendations will be considered by the multi-agency Strategic Partnership: Emotional and Mental Health (Children and Young People) in November 2017.
7. If the recommendations in CAMHS Review 2017 report are to be progressed it is important to move to a genuine joint commissioning approach for children's emotional health and wellbeing. It is therefore suggested that an additional recommendation is added to those in paragraph 5 of this report to progress to a more joint commissioning approach going forward.

Response from NHS Vale of York Clinical Commissioning Group

8. NHS Vale of York Clinical Commissioning Group (CCG) notes the contents of the report, and has welcomed the sharing of the views of this group of families. The CCG has used the evidence base from the report to help inform actions in the Local Transformation Plan refresh for 2017/18. This includes further work with Tees, Esk

and Wear Valleys NHS Foundation Trust to improve waiting times for commencement of treatment, improvement in communications with families and exploring with third sector partners how to improve support for children and young people with needs for less intensive support. In respect of the issues raised in the report, the CCG would comment as follows:

- a) The in-year monitoring data shows that as at September 2017 74% of referrals were assessed in less than 9 weeks from referral: this is a significant improvement from 2016/17. The matter is kept under close review, but the in year trajectory is extremely positive, and work will now be done to establish robust monitoring data for waiting times for commencement of treatment.
- b) The new crisis response team is now in operation, and those parents commenting on the difficulty of accessing crisis support should now have direct access to the crisis team between 10am and 10pm 7 days a week.
- c) The CCG and City of York Council have jointly funded the School Well-Being Service, which places a staff member in each school cluster to advise staff and undertake individual and group work with pupils. The first year project report (academic year 2016/17) showed that there had been over 800 consultations, and 370 pupils had received direct work to support emotional and mental health. Over 90% of pupils accessing the service were satisfied with it, and case studies in the report show how effective the service has been in supporting pupils and families. The service is part of a network of support in schools, together with Special Educational Needs Coordinators (SenCos), Emotional, Literary Support Assistants (ELSAs) and pastoral teams.

Consultation

9. There has been no consultation needed to produce this accompanying report for the Board. Healthwatch York consults extensively to produce their reports.

Options

10. This report is for information but it is suggested that Health and Wellbeing Board ask Healthwatch to add an additional

recommendation to work towards a more joint commissioning approach going forward.

11. Those Health and Wellbeing Board organisations with recommendations against their organisation's name are asked to formally respond to Healthwatch York by no later than the end of April 2018. This could come from individual organisations or as a formal response from the Strategic Partnership: Emotional and Mental Health (Children and Young People).

Analysis

12. Not applicable.

Strategic/Operational Plans

13. The work from Healthwatch contributes towards a number of the themes, priorities and actions contained within the Joint Health and Wellbeing Strategy.

Implications

14. There are no implications associated with the recommendations set out within this report. However there may be implications for partners in relation to the recommendations within the Healthwatch York report.

Risk Management

15. There are no known risks associated with the recommendations in this report.

Recommendations

16. Health and Wellbeing Board are asked to receive and comment on the report and request Healthwatch York add a further recommendation to their report to progress joint commissioning in this area.
17. Additionally those Health and Wellbeing Board organisations with recommendations against their organisation's name are asked to formally respond to Healthwatch York by no later than the end of April 2018 either individually or through the Strategic Partnership: Emotional and Mental Health (Children and Young People).

Reason: To keep members of the Board up to date regarding the work of Healthwatch York.

Contact Details

Author:

Tracy Wallis
Health and Wellbeing
Partnerships Co-ordinator
Tel: 01904 551714

Chief Officer Responsible for the report:

Jon Stonehouse
Corporate Director Children's Services,
Education and Communities

Siân Balsom
Manager
Healthwatch York
Tel: 01904 621133

**Report
Approved**

Date 25.10.2017

Specialist Implications Officer(s) None

Wards Affected:

All

For further information please contact the author of the report

Background Papers:

None

Annexes

Annex A – Healthwatch York Report: CAMHS Review