

CHILDREN AND FAMILIES CARE AND HEALTH OVERVIEW AND SCRUTINY COMMITTEE**25TH SEPTEMBER 2019**

REPORT TITLE	Child and Adolescent Mental Health service (CAMHS), CQC and Ofsted update report
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REPORT SUMMARY

This report has been requested by the Children and Families Care and Health Overview and Scrutiny Committee to provide an update in respect of CAMHS waiting times, Ofsted and CQC inspections undertaken in 2019.

The report provides a summary of the current position in respect of CAMHS service delivery in Wirral, the steps being taken by the service provider, Cheshire & Wirral Partnership NHS Foundation Trust (CWP) in collaboration with NHS Wirral CCG to address the current performance and the plans for the future service model to ensure safe and effective care. It also outlines the key highlights from the Ofsted inspection undertaken in 2019 and the next steps. A separate report relating to the CQC findings has been submitted to committee members and will be presented by Director of Quality, WHCC.

RECOMMENDATION/S

The Children and Families Care and Health Overview and Scrutiny Committee are asked to note the contents of this report, the work being undertaken and the update provided.

SUPPORTING INFORMATION

1.0 REASON/S FOR RECOMMENDATION/S

WHCC is working collaboratively with stakeholders including CWP and Wirral Council Children's service to consider the provision of emotional health and wellbeing support for Children and Young people (CYP) including the provision of CAMHS specialist services as appropriate.

Nationally the provision of mental health support for children and young people has been highlighted as an area for improvement; with waits for treatment increasing due to growing demand on services this is no different for Wirral.

The NHS Long Term Plan further supports the commitment for continued growth in investment for Mental Health services and a focus on improving accessibility to specialist support for Children and young people. WHCC and wider partners are in the process of developing the 5 year delivery plan for 2019-2024 and children and young people features significantly as a key area of focus, this will be further enhanced through the Partnership for Children, Young People and Families Strategy which is in the process of development across the Wirral partnership.

2.0 BACKGROUND INFORMATION

2.1 Child & Adolescent Mental Health Services (CAMHS)

2.1.1 CAMHS services are provided by Cheshire & Wirral Partnership NHS Foundation Trust (CWP). They work in partnership with a wide number of agencies including the third sector to support children and young people to access appropriate emotional health and wellbeing support specifically providing mental health services for those children who have a diagnosable condition.

2.1.2 In line with the government initiative "*Future in Mind - promoting, protecting and improving our children and young people's mental health and wellbeing*" published in 2015, Wirral has a strong multi-agency partnership steering group and local transformation plan setting out key priorities to deliver improvements to services.

2.1.3 NHS Wirral CCG in line with national Future in Mind strategy, provided additional investment in 2015 to improve access to CAMHS service, the majority of the investment was to fund a Primary Care Mental Health team to support professionals, families and CYP through the provision of advice and guidance accessed through an advice line and training.

2.1.4 The PCMH team has proven to be an invaluable resource to professionals, specifically those in schools who are able to seek early guidance to avoid escalation of poor mental health.

2.1.5 One of the priorities of the Future in Mind group has been to monitor waiting times and the development of a multi-agency partnership approach to support children, young people and their families, this has seen true improved collaboration across agencies to enable CYP to access timely support.

3.0 Waiting times

3.1 The below table outlines the current position in respect of Wirral CAMHS:

	Wirral Choice-assessment (average wait for treatment)	Wirral Partnership -treatment (average wait for treatment)	Total
Number of individual CYP currently open to Wirral CAMHS	427	746	1,411
Of this number of CYP waiting to commence treatment	427 (11.3)	238 (11.3)	665
Number of CYP in treatment		746	746

3.1.1 The performance data summarises that there are currently **1,411** children and young people open to Wirral CAMHS with an average wait of 11.3 weeks for assessment and then a further 11.3 weeks to enter treatment. There are currently 746 CYP within active treatment 665 waiting for either an assessment or intervention.

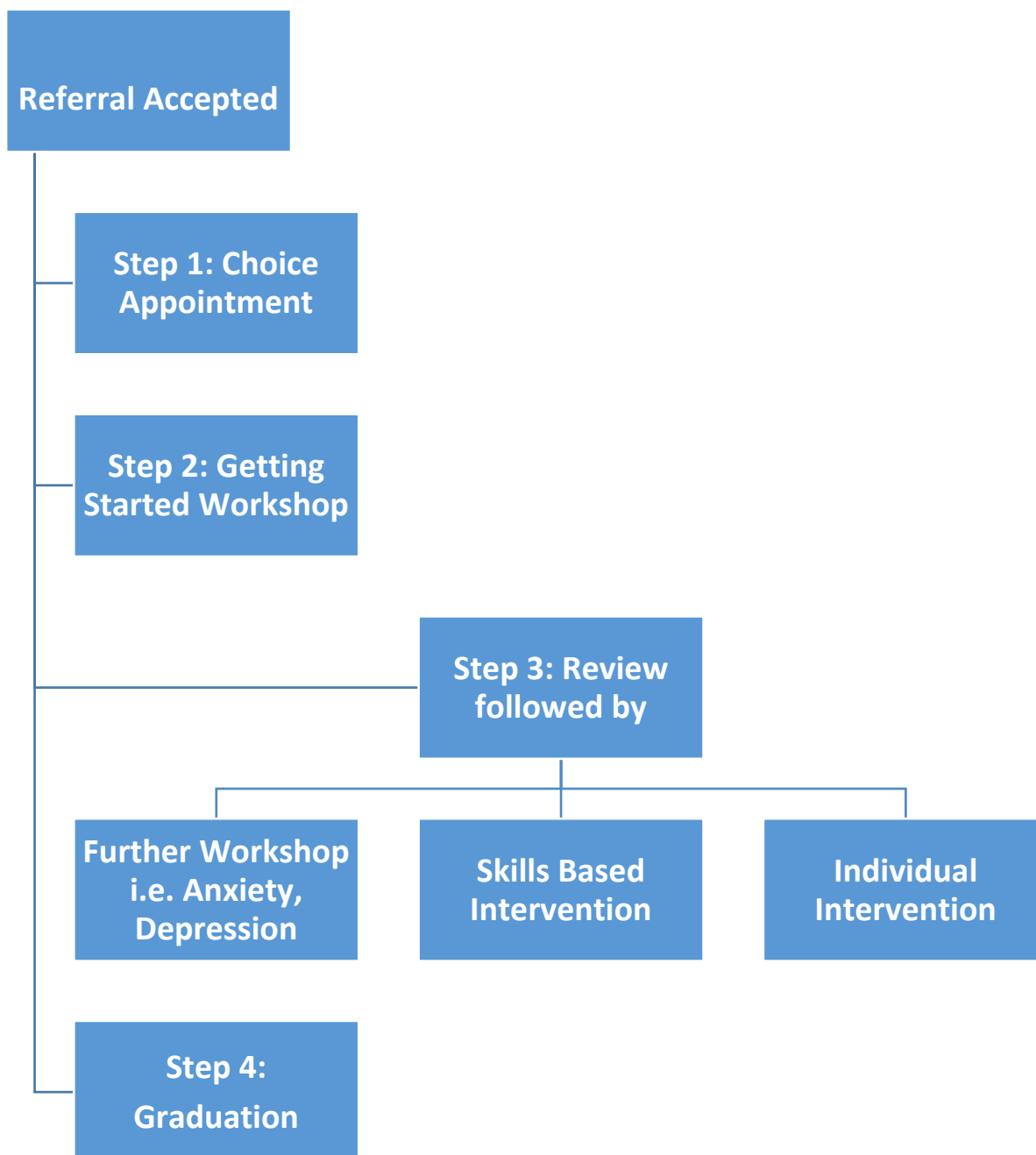
3.1.2 Both the CCG and CWP acknowledge that the waiting time for assessment and to enter treatment is not acceptable however is within the current resource and service model.

3.1.3 During 2019, the CCG has been working in partnership with CWP to develop the reporting dashboard to have clear oversight of the performance of CAMHS and to consider how Wirral CAMHS compares to CAMHS across the Cheshire areas. The dashboard is in early stages of implementation with waiting time data starting to be submitted from August 2019. The data dashboard is reported through the CWP contract monitoring meetings and will allow greater oversight of the demand for CAMHS services and inform future commissioning needs.

3.1.4 In response to high demand and increased waiting times Wirral CAMHS has introduced a number of quality initiatives to improve access to the service including a “stepped approach” to accessing the service. In addition, regular reviews of workforce capacity, review of service model based on LEAN principles, escalation through risk registers and requests for additional funding based on demand outstripping capacity.

3.2 CAMHS Stepped Approach

- 3.2.1 The Stepped approach is described below and includes the development of additional workshop such as the “Getting Started Workshop” which is attended by CYP and their families/carers in the week following their choice appointment in order for them to hear about mental health in general, how to access wider support and self -help work they can be doing in the interim, while they are waiting for CAMHS, e.g., access school support, etc. At the end of the group the young person will decide on a goal that they would like to work on whilst they are waiting to start treatment.



- 3.2.2 The Emotion Regulation Workshop can be accessed by young people and their parents where appropriate immediately after attending the Getting Started Workshop. Generally it is aimed at 13+ and is a 6 week course (1 hour a week) aimed at providing emotion regulation skills and mindfulness sessions. There is no

waiting time. As it is a rolling programme, it can be accessed on the following Wednesday after the request is made.

3.2.3 In 2019 between January and July the workshops have received referrals for 74 young people who have been offered and accepted the opportunity to attend this programme whilst on the Partnership (treatment) waiting list. Using a Quality Improvement approach we are now looking to introduce a related programme to parents of younger aged children.

Overall attendance at psycho-education workshops Sept 18 – April 19

Name of Group	Number of Groups that have taken place.	Total Number of Attendees (Families)
Getting Started Workshop	48	261
Anxiety Workshop (Parent/Parent and Young Person Sessions)	Parent Only Workshops=9 Parent/Young Person Workshops= 10 Overall=19	Parent Only Workshop=62 Parent/Young Person Workshops=30 Overall=92
Depression Workshop (Parent/Parent and Young Person Sessions)	Parent Only Workshop=7 Parent/Young Person Workshops=4 Overall=11	Parent Only Workshop=15 Parent/Young Person Workshop=11 Overall=26
Attachment Workshop (Parent Only)	4	15
Emotional Regulation Workshops	33	66
Overall	115 Workshops	460 Young People/Families

3.2.4 Wirral CAMHS has taken a Quality Improvement approach to all areas of the service including:

- Review of fidelity to the Choice and Partnership Approach (CAPA)
- Review of Risk Response to Acute Trust
- Workforce plan
- Action plan in response to CQC inspection
- Engagement and collaborative working with partners e.g. Children's services with regards to OFSTED and SEND

3.2.5 Wirral CAMHS has also recently introduced a new Psychotherapy Consultation opportunity offering consultations regarding Children Looked after (CLA) who are not currently open to CAMHS. Social workers may want to use the consultation slot to extent their psychological understanding of a particular child looked after; use an

extended discussion to consider whether a referral to CAMHS may be appropriate or co-ordinate a professional system response to attend the consultation.

4.0 Mental Health Support Teams in Schools

4.1 In line with the Government's Green Paper – ***Transforming Children and Young People's Mental Health Provision*** published in 2019, Wirral has been successful in bidding for national transformation monies to create Mental Health Support Teams in schools.

The teams will be implemented from October 2019 and fully operational across 43 Primary schools in the 40% LOSA (Lower Super Output Areas) from January 2020.

4.2 Mental health support teams will be trained staff linked to groups of schools and colleges. They will offer individual and group help to young people with mild to moderate mental health issues including anxiety, low mood and behavioural difficulties.

The support teams will work with the designated mental health leads and provide a link with more specialist mental health services. This will mean that schools and colleges will find it much easier to contact and work with mental health services.

Mental health support teams will be the link between the NHS and schools. They will work alongside other people who provide mental health support including:

- school nurses
- educational psychologists
- school counsellors
- voluntary and community organisations
- social workers

5.0 Ofsted Inspection overview

Ofsted have now published the full inspection report into children's social care in Wirral. Partners are currently developing the action plan which is due to be returned to Ofsted by 1 November 2019. It is proposed that the action plan will be overseen by a sub group of the Multi Agency Safeguarding Arrangements MASA which will include oversight of wider inspection findings such as CQC health, HMRCI police, etc.

The report states that improvements have been made in all areas of practice; that the local authority is out of intervention and what are the next steps for the local authority to become good.

- 5.1 Ofsted has highlighted many areas of major improvements, including:
- Timely and accurate evaluation of referrals to the IFD leading to services that match needs
 - *“Early help is making a positive difference for children”* and providing good multi-agency support.

- Improved working with partner agencies particularly to help those at risk of criminal or sexual exploitation
- *“Children with additional needs or disabilities have their needs appropriately assessed and are provided with a range of support that helps them”*
- *“The children in care council (CICC) and care leavers council (CLC) are both well organised and influential groups”*
- *“Significant improvements”* in family court work which has *“resulted in better outcomes for children”*
- Better care planning and record keeping
- Children are seen regularly which aids good relationships with social workers.
- A care leavers team who are making a difference
- Significant work to drive improvement in the fostering service, which has resulted in an increase in the number of foster carers approved to provide a home for children
- Staff turnover and numbers of agency workers have reduced considerably
- Improvement in stability of the workforce has led to children experiencing greater continuity, with fewer changes in social worker

5.2.1.1 The OFSTED inspection highlighted an issue with waiting times for intervention: *“There is good use of strengths and difficulties questionnaires to help understand children’s needs, but there is sometimes a delay in getting help from child and adolescent mental health services (CAMHS) because of their waiting times, which means that children can wait too long to receive appropriate therapeutic help ”*. Waiting times were also highlighted in the CQC inspection report.

5.3 **Developments across Children services - SDQ’s.**

The Strengths and Difficulties Questionnaire (SDQ) is a brief emotional and behavioural screening questionnaire for children and young people. The government places emphasis on social care using this tool to monitor the emotional wellbeing of children who are looked after. Between 2016 the completion rates of SDQ’s in Wirral have increased from 66% to 96%. SDQ’s are an easy tool for measuring wellbeing but are limited by only providing a numerical score.

Children’s Services Commissioning and permanence teams are exploring the possibility of co-producing an app with young people that would enable them to monitor their wellbeing over time and provide more meaningful insight for the young person and who they chose to share the information with.

5.3.1 **The right support at the right time.**

The current contract for CAMHS for children open to social care is a contract between the local authority and the provider CWP. As CAMHS is a clinical service, the most clinically urgent issues take priority. We know that most CLA are presenting with less clinically urgent issues and this in combination with high demand across the whole population, means that children open to social care can face long delays within this system. Children’s Commissioning are currently

reviewing this service design in order to ensure that future service design is more appropriately modelled to this cohort.

6.0 FINANCIAL IMPLICATIONS

As highlighted earlier in the report, significant NHS investment has been awarded to deliver the requirements outlined in future in mind, there has been additional monies awarded through NHS England winter monies to deliver waiting list initiative reductions and there are new transformation monies to deliver Mental Health support teams.

In addition, the CCG is currently in discussion with CWP re the future service model and additional financial investment required to reduce the waiting list.

The NHS Long Term plan also provides further focus on the increased investment required for CYP mental health services and the CCG will be considering investment as part of the Healthy Wirral programme.

7.0 LEGAL IMPLICATIONS

There are no legal implications to be considered at this stage.

8.0 RESOURCE IMPLICATIONS: ICT, STAFFING AND ASSETS

There will be a requirement to increase investment to deliver the CAMHS service if we are to achieve lower waiting time targets; however investment needs to be considered in a system wide approach and in line with other priorities.

9.0 RELEVANT RISKS

The current waiting times for CYP to access assessment and treatment pose quality risks. The provider is robustly managing the waiting list position in line with the clinical risks posed from each young person and through the provision of psycho-education programmes during the waiting time period.

10.0 EQUALITY IMPLICATIONS

There are no specific equality implications to note at this stage.

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APPENDICES

There are no appendices to this report.

SUBJECT HISTORY (last 3 years)