

## **HEALTH AND WELLBEING BOARD: 28<sup>th</sup> JANUARY 2021**

### **RECOMMENDATIONS AND ACTIONS ARISING FROM THE HEALTHWATCH REPORT CONCERNING CHILD AND ADOLESCENT MENTAL HEALTH SERVICES IN LEICESTER AND LEICESTERSHIRE.**

#### **REPORT OF LEICESTERSHIRE PARTNERSHIP NHS TRUST**

##### **Purpose of report**

1. The purpose of this report is to provide the Health and Wellbeing Board with an update on the progress made by LPT following the Healthwatch report 'Using Child and Adolescent Mental Health Services (CAMHS) in Leicester and Leicestershire' report produced in 2020, which was considered by the Health and Wellbeing Board at its meeting in September.

##### **Recommendation**

2. It is recommended that the Board notes Leicestershire Partnership Trust's response to the findings of the Healthwatch report concerning Specialist Child and Adolescent Mental Health Services in Leicester and Leicestershire.

##### **Background**

3. During 2019/2020 Healthwatch Leicester and Leicestershire undertook a Special Project to look at people's experience of using CAMHS in Leicester and Leicestershire. The project sought to evaluate people's experience of the referral process and their treatment/plan of care and identify what changes may be needed to continue to improve people's experience. A copy of the Healthwatch report is attached as the Appendix to this report.
4. The project took the form of a survey which sought views on the referral processes, Treatment/Plan of Care, Venue/Transport and Overall experience. 90 surveys were completed. These included surveys completed on-line and face-to-face at CAMHS clinics.
5. Arising from the feedback, Healthwatch produced the following recommendations:
  - i. Reduce waiting times between referral/ first appointment and treatment/care plan beginning concentrating on the time between first appointment and treatment/care plan beginning.
  - ii. Improve and ensure that there is regular communication between services, patients and carers to help set expectations by making patients and carers

aware of waiting times for assessment and treatment and that after initial assessment, there is agreement between everyone about what happens next.

- iii. Ensure that care plans are personalised to the specific needs of patients and their carers' and ensure that they are put together in a timely fashion.
- iv. Proactively publicise the ways in which patients and carers can make complaints or raise concerns about the service through internal and external processes.
- v. More useful signposting and making sure everyone is made aware of support services they can use whilst waiting should be considered and there is a need to ensure that it is a good quality and personalised offer. This would lessen the negative impact of long waiting times for people using the service.
- vi. Champion and celebrate the things that CAHMS do well to help build patient and carer confidence and trust in the service.
- vii. Unpick the reasons why patients and carers using CAHMS do not use public transport and provide support to enable patients and carers to use public transport.
- viii. Further investigation could be carried out concentrating on CAHMS and Black and Ethnic Minority service users (BAME). 82% of people who completed the survey identified as white British. The investigation could focus on if this is representative of people using the CAMHS service and if there are any specific issues facing BAME communities when trying to access the service. (Due to lockdown, this is not something that we have been able to pursue further).
- ix. Focus group and one to one interviews could also be considered as a way of building on the findings of this report.

## **Progress**

- 6. LPT received the Healthwatch report in August 2020 and valued the opportunity to understand the lived experience of this cohort of Children and Young People (CYP) and their families to help improve the service offered. The Families, Young People and Childrens' service leadership team reviewed and considered the findings and recommendations of the report and agreed to develop an improvement plan to address these. The report was also reviewed by the Youth Advisory Board (YAB) with Healthwatch to provide further insights into a young person's perspective on the feedback.
- 7. Progress against the improvement plan is overseen through LPT governance processes and we would like to provide assurance to the Health and Wellbeing Board on the progress made to date.

**Recommendation 1** - *Reduce waiting times between referral/ first appointment and treatment/care plan beginning concentrating on the time between first appointment and treatment/care plan beginning*

8. **Progress** - Current performance for initial assessment is Green (>92%) for both urgent (4 week) and routine (13 week) referral to assessment target. It has remained Green since May 2020.
9. The introduction of the Triage and Navigation service in May 2020 has enabled referrals for emotional and mental well-being to be appropriately directed to the right agency. This has resulted in a reduction of inappropriate referrals to Specialist CAMHS.
10. There has been a significant increase in appropriate referrals since September 2020, particularly for urgent referrals, Crisis referrals and referrals for CYP with eating disorders. This along with the impact of Covid 19 on service delivery has meant that CAMHS has not significantly reduced the number waiting for routine treatment or the length of time waiting.
11. All accepted referrals are RAG rated and high-risk cases are prioritised for treatment. The Duty system remains in place and reviews all other cases waiting.
12. As part of the national response to the Covid 19 pandemic, LPT has operationalised an all age Urgent Care Hub for people in mental health crisis. This service offers urgent mental health assessment and initial treatment and signposting and will continue on a permanent basis going forward.
13. LPT have also set up an all age Central Access Point for members of the public to contact for urgent mental health support and advice from an experienced mental health practitioner. This service is well utilised and currently receives between 20-30 referrals a week. This service will continue on a permanent basis going forward.
14. LPT is engaged and has a leading role in the System wide Neurodevelopmental (ND) Transformation Programme which will produce a delivery model to ensure that there is a consistent model for delivery of the ND pathway across LLR. A specific focus of the Transformation Programme during 2020 has been on recovery work to help address the backlog of CYP waiting in CAMHS for an ND assessment which has increased significantly due to the impact of Covid 19 on service delivery. The number waiting for assessment has reduced by approximately 100 since June 2020

**Recommendation 2** - *Improve and ensure that there is regular communication between services, patients and carers to help set expectations by making patients and carers aware of waiting times for assessment and treatment and that after initial assessment, there is agreement between everyone about what happens next.*

15. **Progress** - Waiting times for assessment and treatment are monitored through weekly 'Patient Tracking List' meetings. This information is shared with the practitioners in order for them to be able to set realistic expectations with CYP and their families.
16. All CYP receive a letter following assessment, outlining the outcome of the assessment as well as information regarding next steps. Current performance is that 98.2% of CYP receive a care plan following assessment.

**Recommendation 3** - *Ensure that care plans are personalised to the specific needs of patients and their carers' and ensure that they are put together in a timely fashion.*

17. **Progress** - The care plan template was co-produced with CYP as part of the CAMHS improvement work in 2018. Current performance is that 91.4% of CYP have a care plan on the new template.
18. We currently have a working group established looking at the process of collaborative care planning and the quality standards which will inform a new audit tool. Initial results of this audit are expected in July 2021

**Recommendation 4** - *Proactively publicise the ways in which patients and carers can make complaints or raise concerns about the service through internal and external processes*

19. Posters and information leaflets are now on display in all waiting areas advising CYP and their families on how to raise concerns or make a complaint.
20. As many more appointments are now being accessed virtually, information on advocacy, the Patient Advice and Liaison Service (PALS) and how to make a complaint are also on the website with direct links:  
<https://www.leicspart.nhs.uk/contact/complaints/>

**Recommendation 5** - *More useful signposting and making sure everyone is made aware of support services they can use whilst waiting should be considered and there is a need to ensure that it is a good quality and personalised offer. This would lessen the negative impact of long waiting times for people using the service.*

21. The CAMHS website has been updated to include information on support services including Health for Teens and Chat Health as well as a clear link to accessing urgent mental health support through our Central Access Point which is available 24 hours a day, 7 days a week.
22. Signposting information for online resources has been added to all assessment and care plan letters.
23. Health for Teens have improved the mental health sections of website, with up to date resources and visual inclusion of information based on CYP and the YAB review of articles.

**Recommendation 6** - *Champion and celebrate the things that CAMHS do well to help build patient and carer confidence and trust in the service.*

24. The NHS Friends and Family Test has been paused in community and will be restarting with a SMS based system negating the need for iPad or postcards – Infection Control procedures have meant that we have relooked at how we capture this.
25. Compliments are being shared in service line reports when received and encouraging teams to log them on the LPT recording system. 'Good news stories' are a standing agenda item at CAMHS team meetings.

26. The LPT Patient Experience Manager has weekly involvement with the Youth Advisory Board (YAB).
27. Positive news stories of YAB involvement and projects as well as their charity fundraising is shared monthly to all teams via highlight reports.
28. We also have 'You Said We Did' boards in waiting areas in waiting areas in all our CAMHS venues.

**Recommendation 7** - *Unpick the reasons why patients and carers using CAMHS do not use public transport and provide support to enable patients and carers to use public transport.*

29. We have not progressed this action due to Covid 19. However this feedback was based on a very small sample and is not felt to reflect the service as a whole. The service has seen a substantial increase in telephone / video consultations as a response to the pandemic which has supported improved access to some of the CYP accessing the service. The service will continue to have this as a service offer in the long term, which will support future access.

**Recommendation 8** - *Further investigation could be carried out concentrating on CAMHS and Black and Ethnic Minority service users (BAME). 82% of people who completed the survey identified as white British. The investigation could focus on if this is representative of people using the CAMHS service and if there are any specific issues facing BAME communities when trying to access the service. (Due to lockdown, this is not something that we have been able to pursue further).*

30. Current data indicates that 14.5% of CYP accessing CAMHS are from a BAME background, although there are significant variations across city and county.
31. With regard to access to services, we have established a working group looking at improving access to CAMHS for CYP from BAME communities.
32. There is currently research being undertaken in one of the specialist teams looking at this issue.

**Recommendation 9** - *Focus group and one to one interviews could also be considered as a way of building on the findings of this report.*

33. The YAB continue to meet weekly and have supported several improvement pieces of work with CAMHS during 2020, including reviewing of patient information for YP with an eating disorder, preferred access/choice of support for MH information and CAMHS staff induction packs.
34. During 2021, the YAB will focus on supporting the Mental Health in Schools Teams programme to ensure that the service delivery and associated support programme has been developed in conjunction with YP.

**Officer to Contact**

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## **Appendix**

*Healthwatch Report – Using CAMHS in Leicester and Leicestershire*