

# Surrey Transformation Plan



## An Executive Summary August 2017



'Our vision is to continue to improve services together, as we are people not a statistic and this means that together we can create a personal service, shaped by us, that works for us and has our needs in mind'

CYA Survey Statement 2017



### Introduction

The Surrey Children and Young People's Mental Health Whole System transformation plan was created from consultation with children and young people and families, to find out what they have to say about current provision and what they felt was needed. This document outlines a brief summary of the work undertaken from 2016 to present time, as part of the Transformation Plan, with an emphasis of the direct impact the new initiatives have had on those who access them. This report also includes how the initiatives plan to continue to improve outcomes for children, young people and their families in Surrey.

**This report has been informed by service outcome data, though most importantly, by those who have accessed the services themselves**



'This Executive Summary was written with young people, because at the end of the day, The services are for us, and we have helped create them'

Co-Author/Editor, aged 17

Post 19 was established to provide young adults with an alternative to traditional colleges and day care centres. Providing a variety of meaningful activities ranging from art and horticulture to graphic design and mechanics.

We do not believe in asking our young adults to do things for the sake of it: they actively encourage enterprise and make items, or provide services to sell.

## Enhanced Eating Disorder

**The Eating Disorder Service has made referrals for young people easier than ever before. Young people or their carers can now self-refer and there are no severity thresholds to referrals which means you will get seen for an assessment even if you are just in the early stages of an eating disorder.**

**There is also a new eating disorders Enhanced Pathway which means that more young people can be treated in the community either at the clinic or through home visits if they are at risk of hospital admission. All ED referrals are seen within 5 days (if urgent) or 15 days (if routine) and treatment starts immediately .**

### **Outcomes for the Enhanced Pathway are:**

- To reduce the length of stay and frequency of readmission through the development of an appropriate pathway.
- Developing standards / specifications for Eating Disorders Pathway across the localities that ensures equity of provision in localities and standardises risk management and skill set.
- Developing stronger links with paediatric services to manage immediate physical health risk.
- Develop stronger links with Social Care and Education in meeting the needs of this group.

### **Achievements**

- 100% of CYP are accessing treatment in 15 days and there has been a 60% reduction in tier 4 admissions for Eating Disorders since the pathway was set up in December 2015.
- Fully staffed with a team of 17 multi-disciplinary clinicians.
- The service is now able to meet demand, no longer turning people away and is meeting the national standards.
- Enhanced Pathway has reduced hospital admissions (32 YP avoided specialist ED impatient admission since April 2016).
- Waiting times reduced to 14.6 days and 3.86 days for urgent.

### **Future Aims:**

- To work towards promotion of earlier discharges from hospitals by extending the remit of the Enhanced Pathway. This will be dependent on further allocation of funds but it is hoped that this can be achieved.

# Music to My Ears



catch  
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- For young people aged 14-21
- Uses music and music production
- Links with Kane FM for DJ experiences

Service users are involved in the ongoing design and structure of the service through regular focus groups and feedback collated from individuals who access the service. By embedding the voice of Surrey's young people in service delivery and design, we aim to broaden access to emotional wellbeing services.

## Recent successes (in 10 months):

- **66** Young people have accessed the service with the 12 month projection being **100** .
- **95%** of young people met their goals
- **96%** of closed cases reporting improvement in well-being

*'The MTME project has helped my son attend workshops and as a result he is about to perform in a concert and go to music college. He now knows exactly what he wants to do in life and is motivated to get up in the mornings!'*  
(Parent)

## Moving Forward... What's next?

- Run school workshops particularly with inclusion units; increasing well being and aspiration, to help re engagement with education.
- To develop further projects with Surrey Arts, Surrey CC, ACM, Kane FM and Surrey police and to increase Stigma reduction work and develop a stigma reduction lesson plan to offer to schools and alternative education providers.

# Specialist Roles in SCC

Work continues by Surrey County Council to develop two specialist mental health practitioners, both roles have been recruited for:



- Out of County Looked After Children role that will provide help for Looked After Children who are living outside of Surrey where we want to improve support. This role will start in October 2017.
- Unaccompanied Asylum Seeker Children role to provide a range of support for asylum seekers, including support to foster carers who care for asylum seekers, many of whom require support in dealing with mental health issues. Support to the young people will include assessment, intervention and individual or group work. This role will start in November 2017.

# The Eikon Charity



Smart Moves is a programme that equips teachers to develop positive mental health and build resilience skills in students, through evidence-based short sessions. Teachers receive a pack with full lesson plans and students receive their own book to keep.

## Achievements

- They have trained 442 school staff, across 160 schools and organisations equating to nearly 11,000 students who have or will soon receive the programme.
- They have delivered trainer training to school staff enabling them to train subsequent staff in their school to ensure sustainability.



## Future Aims:

They are currently developing easily accessible online training and due to the success in Surrey have been approached by 4 other counties with training planned in the next year.

*"I'm much better at talking about my feelings now, I always struggled before". Abby, Student*

*Thank you for the training this week on Smart Moves. It is honestly one of the best well packaged resources I have seen for a long time.  
Mr Sam Whittaker Re-Engagement Manager & PSHE Lead*



# The Kite Academy

KITE academy has been working towards positive mental health and early intervention. The work undertaken by a family support worker, that was linked to Smart Moves, included homework clubs, parent sessions and work with families around parental conflict and anxieties. The project was undertaking awareness raising, in order to increase the profile of CYP's mental health issues and the need to provide support.

## Achievements:

- The Family support worker has worked with over 15 families
- 60 staff have attended training
- ELSAs within the schools, and other staff, support approximately 150 children

Looking forward, KITE academy aims to provide additional workshops and provision for the children and their families, as already been arranged. A Family support worker will be running the first extended parenting class.



## CYP Haven

*'The CYP Haven is a fantastic support to children and young people in mental health crisis who need someone to talk to'*

- First of 3 Opened May 2017 in Guilford, 2<sup>nd</sup> and 3<sup>rd</sup> to Open in Staines and Epsom, in October 2017.
- Staffed by a Mental Health Nurse, Youth worker and a Children's Rights Worker (Peer mentor).
- The project has seen a steady increase in young people attending the service.
- The project was recently promoted on BBC news.

## Extended HOPE

- **Mental health and emotional crisis out of hours support for Surrey young people aged 11-17.**
- **2 bedded children's home for young people to stay up to 10 days.**
- **Access to mental health assessment and support in the evenings.**

This year: 98 young people used the respite beds.

There was more than 1760 contacts to the service out of hours, supporting 299 different young people and families.

### Aims include:

- Reducing A&E attendance and paediatric ward stays
- Preventing placement breakdown
- Prevent police detention



### Outcomes:

- For 30 different young people the service prevented A&E Attendance / paediatric ward stays by providing out of hours mental health crisis support.
- For 15 different young people and their parents or carers, the support provided by the service prevented the placement from breaking down.
- For 6 different young people, frequent out of hours support to manage the risk in the community, prevented the consideration for psychiatric admission
- For 1 young person access to out of hour crisis support prevented Police detention and a more appropriate action.
- The number of young people admitted to Tier 4 has dramatically reduced compared to this time last year.
- Feedback from Young People, partner agencies, parents and carers has been really positive.

# HOPE HOUSE



Hope service works with young people between the ages of 11 – 18 years old, who have complex needs that cannot be met by one agency alone.

- **The service runs from 2 sites and covers countywide.**
- **An experienced multi agency staff team deliver a day programme Monday to Friday which includes an education element enabling young people to carry on learning.**
- **Community outreach is offered to support young people in their homes within their local community.**
- **The staff team consists of Surrey County Council staff and Surrey and Borders NHS staff working in partnership.**
- **Hope also works with a number of looked after children helping to support them to stay within their community and avoid placement breakdown.**

## Aims include

- Reduce unnecessary admissions to adolescent psychiatric beds
- Offers a step down for children and young people who have required an admission.

## Outcomes

- Transformation funding has supported many elements of the service including whole team training in dialectical behavioural therapy allowing skills groups to be run within the day programme
- Ofsted rated Hope as "Good" in a recent inspection
- Feedback from Young People, partners and parents and carers has been really positive

## Looking Forward:

Hope and Extended Hope are moving forward with promotional film to share with other authorities, partners etc to give an overview of the service.

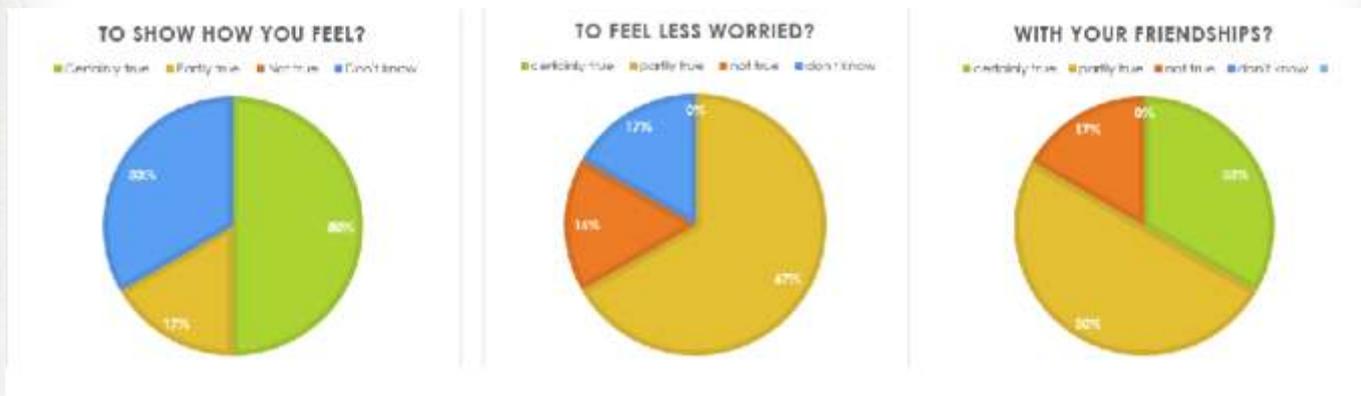


*"Hope, thank you so much for all your hard work, you've made the last 6 months a little more bearable, and you've made an impact on my life in one way or another and I can't thank you enough for that." YP age 16*

Heathside School Art Therapists have run art therapy groups for year 7 and 8 pupils, to help support the mental health needs of its pupils, as well as a short term group that helped CYP to openly discuss anxiety, sensory issues and concerns over transition.

Pre and post RCADS show positive feedback from 10 students and 10 parents. Attendance has been high and there has been very positive feedback obtained from young people and parents/carers.

*"I would like to attend the group again because I find it useful and you can express feelings." (YP)*



*"Art sessions made me more confident."(YP)*

## Paediatric Psychiatric Liaison

*'It makes all the difference to my story, to my recovery and to my life, when those around me understand the complexity of mental health, I don't feel judged, and I feel that I can hope, and recover' (YP, 16)*

Funding has been made available to the five acute trusts serving Surrey, in order that they can recruit the equivalent of two band 7 nurses.

### Aims:

- Improve the management of care for CYP admitted to inpatient wards
- Improve links with existing crises services
- Train and support for staff working with CYP with MH and LD needs
- Help ensure safe discharge for every CYP with a mental health and LD issues

**Ashford & St Peters** recruited a Registered Mental Health Nurse (RMN) in September 2016 and are expecting a new start in October 2017 which will provide longer cover.

- Strengthened links with CAMHS and has often led to better and quicker discharges..
- Better data recording, records keeping, clear pathways and guidance to follow, local audits, teaching and supporting both nursing and medical staff, caring and supporting children and their families, deescalating patients and development of care plans, observation charts and paediatric A&E risk assessment forms.
- We aim to do a patient experience survey.

# North Downs School Partnership Training

## Epsom Downs Primary School and Children's Centre (working with the North Downs Schools Partnership)

The aim of this project is to increase the resilience of children, young people and their parents across 12 schools in the NDSP.

To date:

- 24 staff from 12 schools have been trained in the National Nurturing Schools Programme, and are supported by a trained clinical psychologist.
- 45 school staff (representing 3 schools) have been trained on 'Understanding and Managing Anxiety'.
- 100% of school staff have accessed the consultations that are being offered as part of the project and delivered by the clinical psychologist.
- 80 parents have accessed the workshop 'How to support your child with anxiety'.

*'Claire has such a lovely way about her, the information was easy to take in. I feel very grateful that this service was offered to our schools and would love to see more available if possible.'*

We are planning a four session parenting programme to be delivered from Autumn 2017. This will be sustainable provision, to include training for school staff to continue to deliver.

## Education Psychology Surrey CC



Assistant Educational Psychologists have trained staff and parents to understand the principles of Mindfulness, to themselves be mindful, and to teach Mindfulness-based approaches (The MindUP programme) to CYP, to increase resilience and coping strategies, become more self-aware and better at recognising and managing emotions.

### Training has been delivered to:

- 309 staff
- 375 parents
- 9270 children (if every staff member had a class of 30 children)
- Over 18 schools across Surrey (16 primary, 2 secondary)

Training sessions have been received very positively, as evidenced in evaluations, and all schools trained are intending to start teaching the MindUP programme across several year groups or the whole school in September, if they have not already started already.



# The Rights and Participation Team

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## Reducing Stigma and Increasing Mental Health Awareness

Trained young people, supported by the Rights and Participation Team, support and facilitate a wide range of workshops, assemblies, training and presentations to:

### Students/Peers

Aiming to reduce stigma and raise awareness of emotional health and wellbeing both in schools and to students in Surrey. This is done through a series of interactive exercises ran by young people who have accessed mental health services and the team. **302 sessions** have been facilitated so far and we have presented in **over 62 schools with more booked for the Autumn Term.**



### Outcomes:

- **Over 200 schools** have received the Our Voice in Schools magazine.
- This means that **58,858 pupils** have access to the Our Voice in Schools magazine in Surrey.
- **386 schools** have been informed of what we offer and had the opportunity to have us in to run a workshop around mental health and emotional well being.
- To date **7340 students** have been presented to regarding emotional health and well being.

**100%** of young people said they had learnt something, with the majority saying they felt less worried, more able to talk about their feelings as a result of the presentation .

**95.9%** knew more about Mental Health

(from 1650 Evaluation forms Jan-March 2017)

### Teachers

Increase understanding of Mental health, give tools and confidence for good practise, and increase knowledge of what services are available in Surrey.

*"The girls from CYA opened my eyes. You are all to commend for an excellent job"*

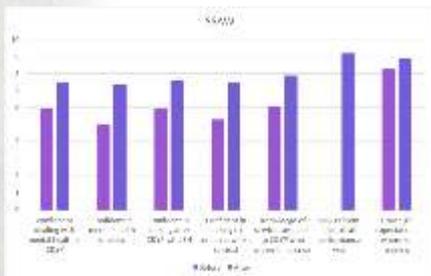
*"Really useful to hear from child's point of view"*

*"It was a fantastically facilitated workshop with lots of useful information"*



### Acute Hospital Professionals (SSHAW)

Safeguarding and self harm awareness workshops facilitated by young people in Surrey sharing experience are run in each trust. The YP share their stories to inspire and educate professionals on how to deal with these types of Situations with increased confidence. The training includes a bespoke tool kit' for participants. **100% of participants said they felt more confident in speaking to a YP who was feeling suicidal after the training.**



*'Fantastic session, So helpful to have an insight into how care can be improved'*

# The Fountain Centre



**The service supports children and young people whose parents have cancer.**

**Providing;**

- 1:1 counselling for CYP who have a parent or significant relative diagnosed with cancer.
- Rapid response service to families when a parent is admitted to the Royal Surrey County Hospital, is in distress, or has significant changes to their cancer and a local schools programme.
- Schools Programme - bespoke cancer education in secondary schools for children affected by cancer diagnosis in their family.

To date the Family support service has seen over 150 individuals, provided over 500 hours of rapid response support and supported 10 local schools.

**Outcomes:**

- Young person's CORE for counselling showed a significantly favourable response with the average score going from 19.1 (pre counselling) to 7.1 (post counselling).
- The parent score (using a parent questionnaire) also saw a significant decrease in parental concerns with the average reducing by 12 points.

**'Highly valued service, much needed and it has made a positive difference to families'** (Professional - feedback survey)

## Moving Forward

The Fountain Centre is looking for additional funding to run bereavement support for children and young people after a parent has died. Often these families will be known to the Fountain Centre and may have been living with cancer for many years.

*" The sessions have given me knowledge and power and the courage to*

## Spelthorne Schools Together

Spelthorne Schools Together provided The Emotional Wellbeing Theatre to tour Spelthorne Schools performing a one-day emotional wellbeing performance and/or workshops from 'FaceUp Theatre'. This has been performed to 4154 children and young people from 29 schools

*"Children really enjoyed the session and were able to talk about what they had learnt."*



**Spelthorne Schools Together**  
Enhancing Achievement For Our Children And Young People

# Step By Step

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Step by Step have run a project called Invest, an impactful intervention requested by young people in Surrey. This is a **project that works with further education institutions, schools and youth groups to raise awareness of future mental health problems through workshops to help with early identification of mental health issues.**

The workshops run over six weeks and have focused on; identity, confidence, self-esteem, stress, anxiety and risky behaviour for CYP aged 11-21.

## Key priorities of the Invest Pilot Project:

- Challenging stigma,
- Raise awareness of mental health issues and precursors;
- Build capability and capacity in Universal Services through *“supporting schools to enhance their emotional well-being and mental health offer to children and young people.”*

Young people reported an average increased understanding of 26%.

*“Overall, I have learned that other people feel the same types of things and that it is OK to talk about things. I’ve also learnt that people identify themselves according to what makes them happy.”*

A year 11 pupil who reported low self-esteem and difficulty managing their emotional well-being.



## Surrey Nurturing Links HENRY training



HENRY stands for 'Health Exercise for the Really Young' and is an obesity prevention programme for the under-fives.

Surrey Nurturing Links were able to provide 2 HENRY courses to primary care and leisure service staff in Surrey, that had not previously had access to the training;

- 'Core Training' is a 2 day course providing both information and skills to 'make every contact count' when professionals work with parents.
- 'Raising the Issue' is a 1 day training that enables professional to at least start a conversation with parents and encourage them to attend one of the parent groups or one to one programmes available in Surrey.

*“Very informative and engaging training and much learnt”*

### Raising the Issue one day training:

89% of participants found all topics covered useful or very useful

### Core Training two day training

All participants found all topics covered useful or very useful, with 75% saying very useful.

*“Very good resources to use with Parents and I have learnt practical ways to deal with sensitive subjects and topics.”*

**Carers for Surrey Project** - Challengers carried out a series of interviews with existing providers across the UK, which has resulted in a published report which acts as a helpful resource to services that gives tools and advice on this area. Although no practical outcome has been identified as yet, this could be a transformational piece of work that could immediately make a difference for families with disabled children.

**Bridging Project for SEND** - a project to seek best practice in the support and transition of pre-school children with identified SEND needs, as they transition to reception class. So far 1 family have been significantly helped and Challengers anticipate demand for this support will grow.

**Research with Families of Disabled Children** - The survey results were from 172 families of children and young people aged between 4 and 24 in Guildford and Waverly and who use Disability Challengers, with a particular focus on children with neurodisability. It was identified that help and services for families that have a child with neurodisability should be made available earlier in the child's life.



*"I think Challengers are the best thing in life that has happened to me" Grace*

## Everybody's Business Training

**Training for Tier 1 staff in recognising early signs of emerging mental illness and emotional distress in children and young people and to develop confidence in knowing how and when to support and when to refer.**

*"I have learnt a lot from the course about risk and resilience factors which I believe will help me in my work as I can now encourage young people to implement more protective measures as part of preventative work" (AW)*

**A total of 176 delegates have attended so far**, with extremely high levels of support and many staff requesting places on future courses. Feedback has been very positive with significant changes in staff understanding of young people's mental health issues and have shown an increase in confidence to know how to support children and young people. In 2016/2017, **167 universal staff attended the two day course and 163 course evaluation forms were completed. When asked 'would you recommend this course to others?' 99% of participants said yes.**

Everybody's business is now running additional courses in order to enable the 38 people on the waiting list to attend, and **Page 8** people are involved in the facilitation and presentation.

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