



Health and Wellbeing Board  
December 2018

**Promoting Emotional Wellbeing and Mental Health  
Priority**

**Purpose of the report:** The purpose of this report is to provide a summary of the outcomes of the CAMHS interim plan implemented in June 2018 to October 2018.

**Recommendations:**

1. Surrey and Borders Partnership NHS Foundation Trust, with commissioning organisations, undertook urgent action to ensure children and young people do not experience further delays and had jointly developed a CAMHS Interim Plan to address the lengthy waits currently being experienced by some children and young people. The plan also sought to improve ways of working across the system, the five defined priorities of the CAMHS Interim Plan were as follows:
  - Priority 1: Develop referral criteria and assessment threshold with a pre-referral support package for schools, social care and GPs
  - Priority 2: Optimise access to clinical advice and guidance
  - Priority 3: Improve pre-diagnostic support
  - Priority 4: Provide alternative routes and capacity for children waiting to access services for a time limited period
  - Priority 5: Review case management criteria in order to reduce caseload for clinicians to safe and manageable levels
2. This report provides update as requested by the Board on the CAMHS interim plan

**Introduction:**

3. The CAMHS Interim plan was overseen and led by the CAMHS Project Board. The CAMHS Project Board, membership

consists of Surrey CCGs; Surrey County Council and SABP. The CAMHS Project Board met monthly to review progress and project risks with updates provided by the work stream leads. The CAMHS Project Board was supported by a project group which met weekly with members from Surrey Heartlands CCGs; Surrey County Council and SABP. A weekly working group consisting of representatives from the children's clinical leads, SABP, social care, schools and education colleagues work together to progress priorities one, three and five of the plan.

### Key Achievements and Outcomes

#### **Priority one - To review CAMHS Access criteria and develop support pack for universal professionals (schools, Social Care and GPs)**

##### CAMHS Access criteria

4. Surrey Heartlands CCGs approved a temporary change to the CAMHS Assess Criteria for routine referrals to *Primary Mental Health Service, Community CAMHS and the BEN pathway*, for a 16 week period which commenced on 4<sup>th</sup> June 2018 till 21<sup>st</sup> September 2018. It is important to note there was no change to the access criteria for Sexual Trauma and Recovery Services/Children in Care/Post Order/Looked After Children/Children's Eating Disorder services, Children with a Learning Disability/Hope/Extended Hope/Youth Support Services/Mindful. Referrals continued to be received via the CAMHS one-stop. Similarly, for face to face counselling services from Eikon and other generic counselling providers; parent support via National Autistic Society and Barnardo's continued to be available via referral to One Stop.
5. Emotional Well-being and Mental Health Support Pack for young people and professionals  
The purpose of the emotional well-being and mental health support pack is to ensure that, all professionals working in primary care and universal services know how best to respond to a child/young person with mental health, emotional and wellbeing needs. It was recognised, that for most young people with mild emotional or behavioural difficulties are best served by universal services e.g. families, community support, direct access, counselling services, national associations, schools, health visitors etc. therefore it was necessary to identify alternative resources which could be accessed. The support pack identifies a total of 36 resources for 5-18 year olds (13 resources for children under 11s; 11 resources for children aged 11 and over and 12 resources covering all age groups).
6. Surrey CAMHS Youth Advisors (CYA) also developed an emotional well-being support pack for young people, which was

been printed and distributed to practices, schools and young centres.

**Priority 2 - To optimise access to Clinical Advice and Guidance**

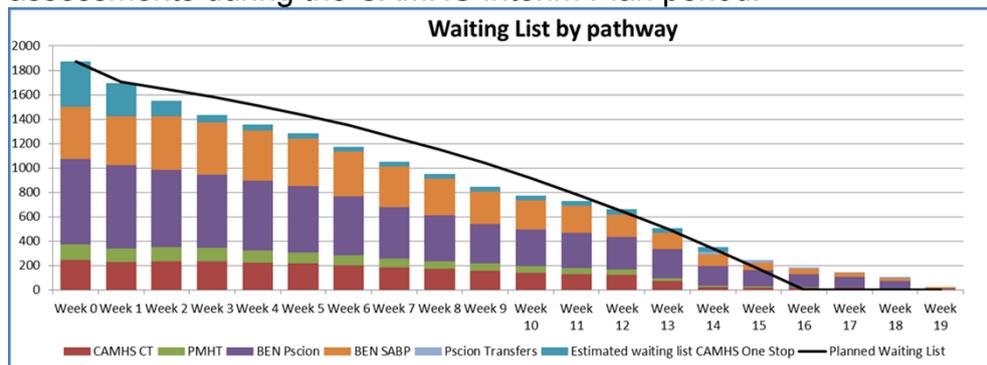
- 7. Clinical Advice and Guidance provided by SaBP, this service was and continues post CAMHS Interim Plan, for any professional wanting to discuss a child/young person they may have concerns over. During the CAMHS Interim Plan 200 calls have been for advice and information which have been managed by the One Stop team. It is not known if each of the calls related to one child or several children.

**Priority 3 - Improving access to early help**

- 8. In order to support the temporary change to the access criteria for routine CAMHS referrals, Surrey Family Services has developed weekly Well-being drop in sessions for 5-17 year olds presenting with mild to moderate emotional and mental health needs were established across the boroughs and districts. For children under-5's presenting with mild to moderate emotional health needs support can be accessed via their local children's centre. The wellbeing drop ins were staffed by a multi-professional team, including those from a mental health background and the core function was to offer relational support to children and families, whilst enabling access to a broader local early help offer provided by a range of partners. Numbers of children and young people attending the well-being drop ins were low, the drop ins predominately supported children under the age of 12.

**Priority 4 -To provide alternative routes and capacity for children waiting to access service for a time limited period**

- 9. SABP undertook harm reviews of the children and young people waiting. This was an opportunity for SABP to reengage with facilitated support that was available to them more immediately. During the course of the plan SABP saw 99% of the children and young people who had been waiting. The remaining 1% of children and young people either elected to have an appointment after the 16 weeks or 'pending' due to complex reasons such as court cases. The table below illustrates progress by SABP to address waiting times for assessments during the CAMHS Interim Plan period.



### **Priority five – Review of case management criteria.**

10. The focus of this priority is twofold, firstly establishing caseload and ensuring discharging criteria was consistently applied across each of the areas resulting in a reduction of cases to a safe and manageable level. Secondly, identifying and establishing an appropriate process to enable cases to be held as shared care with Primary Care.
  
11. During the CAMHS Interim Plan, SABP continued to progress patient flow using Choice and Partnership Approach (CAPA) Model and recruitment to vacant posts to reduce caseloads. A total of key driver from a system's perspective was the focus increasing GP shared care for children and young people with ADHD across Surrey CCGs. Within Surrey North West Surrey CCG; Surrey Heath CCG and North East Hampshire and Farnham CCG have established Locally Commissioned Services with Primary care. Guildford and Waverley CCG and Surrey Downs CCG are progressing with establishing Locally Commissioned Services. East Surrey CCG plan to consider in the next financial year.

### **Joint Independent Review**

12. Alongside the CAMHS Interim Plan, Surrey CCGs, Surrey County Council and SABP jointly commissioned Attain in June 2018 to undertake an independent review of Mindsight Surrey CAMHS. The objectives of the review are to:
  - 12.1 understand and reflect on the context of the wider system
  - 12.2 identify the challenges impacting on the service
  - 12.3 propose solutions that address the immediate challenges, but will also inform the optimisation of services and the development of a sustainable service model
  
13. The review aimed to answer six key lines of enquiry identified by the partners. The key finding of the review were:
  - 13.1 There is a universal commitment to delivering high quality CAMHS services to children and young people in Surrey
  - 13.2 The Mindsight Surrey model is innovative, a number of the services are high performing and clinical interventions are perceived as high quality. There are some areas of excellence – for example, Haven and Eating Disorder Service
  - 13.3 The vision for Mindsight Surrey is not being wholly delivered, nor is it deliverable in the current context. Challenges faced by the service include:
    - a) multi-agency relationships not working to provide consistent early help to children and young people (especially schools and GPs)
    - b) the CAMHS service is not sufficiently robust
    - c) the complexity of commissioning structures for CAMHS

- d) front-line teams are under pressure with significant vacancies
- 13.4 Demand on the service has been 53% higher than predicted, however, the number of referrals is only marginally higher than the national average.
- 13.5 Funding is slightly above national average when benchmarked against other CAMHS services in England – although slightly below the top 21 performing services. Arguably, services should be able to be configured to deliver demand currently experienced by the service. Core funding represents 80% of total CAMHS funding, circa 20% of CAMHS funding is transformation funds
- 13.6 There is a lack of historic data relating to CAMHS in Surrey. Data capture and quality is improving, but still requires significant improvement. The lack of data has inevitably impacted Attain's ability to answer all of the questions partners would have liked to answer as a part of this review.

#### Conclusions:

14. It is recognised that during the CAMHS interim plan, the challenge for the system to adapt to the temporary change made to routine referrals and respond quickly to the immediate concerns of the number of CYP waiting for assessment. GP's, schools, social care and families have all played a part in managing the needs of CYP over this period to enable CYPs to be seen. An evaluation of the lessons learned across the five properties identified communications to stakeholders, timeliness of communications; mobilisation for wellbeing hubs and rapid mobilisation of SABP subcontractor and sharing and managing data were more challenging.

#### Next steps:

1. The CAMHS Partnership Improvement Board (formally the CAMHS Project Board) which has representation from Surrey CCGs; Surrey County Council, SABP, Family Voice and CAMHS Rights and Participation Team will oversee and take forward recommendations from the Joint Independent Review produced by Attain.

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**Sources/background papers:** None