

Summary Sheet

Council Report

Health Select Commission 27 October 2016

Title

Response to Rotherham Youth Cabinet review - Improving Access to Child and Adolescent Mental Health Services

Is this a Key Decision and has it been included on the Forward Plan?

No

Strategic Director Approving Submission of the Report

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Report Author(s)

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Ward(s) Affected

All

Executive Summary

The report presents the response from partner agencies to the 11 recommendations resulting from the spotlight review undertaken by members of Rotherham Youth Cabinet (RYC) regarding Child and Adolescent Mental Health Services in Rotherham. RYC were also keen to scrutinise wider working and links between partner agencies, especially through the School Nursing Service. This review was carried out under the Children's Commissioner's Takeover Challenge initiative with the young people taking over a meeting of the Overview and Scrutiny Management Board (OSMB).

Recommendations

That the Health Select Commission

- 1 Receives and considers the response to the review undertaken by Rotherham Youth Cabinet.
- 2 Determines the arrangements for future monitoring of progress on implementation.

List of Appendices Included

Appendix 1 – Response template - Improving Access to Child and Adolescent Mental Health Services Review Report
Appendix 2 – The Collaborative Network

Appendix 3 - RDaSH Proposed Structure and Pathway Overviews (at time of review)

Background Papers

- Improving Access to Child and Adolescent Mental Health Services Review - Review report to OSMB May 2016
- Minutes from OSMB Children's Commissioner's Takeover Challenge 23/02/16 and OSMB 27/05/16
- *Mind the Gap - A Rotherham Youth Parliament Report about Mental Health*, September 2015
- *Scrutiny review: Child and Adolescent Mental Health Services* - Report to Health Select Commission April 2015
- Rotherham Youth Cabinet manifestos 2014-15 and 2015-16
- *Future in mind Promoting, protecting and improving our children and young people's mental health and wellbeing*, Department of Health and NHS England March 2015

Consideration by any other Council Committee, Scrutiny or Advisory Panel

OSMB delegated monitoring of the review response to the Health Select Commission.

Council Approval Required

No

Exempt from the Press and Public

No

Improving Access to Child and Adolescent Mental Health Services

1. Recommendations

That the Health Select Commission:

- 1.1 Receives and considers the response to the review undertaken by Rotherham Youth Cabinet.
- 1.2 Determines the arrangements for future monitoring of progress on implementation.

2. Background

- 2.1 The review was part of the ongoing work by Rotherham Youth Cabinet (RYC) to improve access to mental health services and support for young people in Rotherham, following their work on self harm in 2014.
- 2.2 The key focus of the young people's attention was on services provided by Rotherham Doncaster and South Humber NHS Foundation Trust (RDaSH), following a major reconfiguration resulting in a new service model for Child and Adolescent Mental Health Services (CAMHS). RYC wished to explore how this reflects their recommendations for service improvements following publication of the "Mind the Gap" report.
- 2.3 RYC were also keen to scrutinise wider working and links between partner agencies, especially through the School Nursing Service, as previous work by RYC has shown inconsistency in access to school nurses and a need to raise their profile higher in schools.
- 2.4 This spotlight review was undertaken as part of RMBC's continuing commitment to the Children's Commissioner's Takeover Challenge, with OSMB and Scrutiny Services supporting the work. The idea behind the challenge is that:

"It puts children and young people in decision-making positions and encourages organisations and businesses to hear their views. Children gain an insight into the adult world and organisations benefit from a fresh perspective about their work." (Children's Commissioner for England, 2015)

3. Key Issues

- 3.1 Progress is being made in transforming wider CAMHS with the work overseen and driven by the CAMHS Strategy and Partnership Group. Future improvements to services depend very much on the successful implementation of the new CAMHS model in RDaSH and on the further development of Early Help Services and joined up multi-agency working, both strategically and working in localities.

- 3.2 The new RDaSH CAMHS were still being developed at the time of the spotlight review, with staff recruitment continuing during the summer. Agencies expressed a willingness to work with young people on future service developments and provided assurance that there was still an opportunity to help shape the new models and care pathways. Information regarding the new model (as presented during the spotlight review) is included in Appendix 3.
- 3.3 Improved consultation and communication with young people is called for, including capturing feedback consistently from children and young people who are users of mental health services and Early Help services.
- 3.4 Young people's involvement to inform service development is essential, as is their involvement in monitoring and measuring the effectiveness of changes to services and support post-transformation in the new model.
- 3.5 The role of universal services is central to prevention and early intervention and it is vital that staff in all agencies have a good knowledge of the services and support available. "My Mind Matters" website is a key resource for all to use - young people, families and practitioners - and needs to be regularly updated and well promoted.
- 3.6 Information technology and social media provide an opportunity to look at delivering frontline services such as the School Nursing Service in new ways, improving access and responses.

4. Options considered and recommended proposal

- 4.1 RYC made 11 recommendations, all of which have been accepted, and these are set out in full in section 6 of the review report and in Appendix 1. In summary the recommendations cover the following areas:
- Involvement of young people - to inform practice and service development
 - Reporting progress - on implementation of the new models/services
 - Improving information - promoting and maintaining websites and addressing stigma
 - Closer multi agency working - in localities and with schools
 - School nursing service - higher profile and accessibility
 - Enabling informed choices by young people - regarding their treatment
- 4.2 Detailed responses from partner agencies to each of the recommendations are included in Appendix 1. HSC is asked to consider and determine future progress monitoring arrangements.

5. Consultation

- 5.1 Several of the recommendations from the review are intended to enhance consultation and involvement with children and young people in service development and monitoring.

6. Timetable and Accountability for Implementing this Decision

- 6.1 Timescales for implementing the recommendations are incorporated within the response in Appendix 1.

7. Financial and Procurement Implications

- 7.1 CAMHS commissioners and providers will need to take account of any financial consequences from implementing the recommendations in their annual planning arrangements.

8. Legal Implications

- 8.1 There are no direct legal implications arising from this report.

9. Human Resources Implications

- 9.1 There are no direct human resources implications.

10. Implications for Children and Young People and Vulnerable Adults

- 10.1 The Scrutiny review recommendations aim to impact positively on children and young people, through enhancing access to current mental health service provision and to the School Nursing Service.

11. Equalities and Human Rights Implications

- 11.1 The recommendations will bring about a positive contribution to promoting equality through improving access to services and support and ensuring stigma around mental health is addressed.

12. Implications for Partners and Other Directorates

- 12.1 The majority of actions are for RDaSH and for The Rotherham Foundation Trust as providers of the School Nursing Service, but all partners and RMBC will need to work together through the CAMHS Strategy and Partnership Group to implement the new service models and transformation plan.

13. Risks and Mitigation

- 13.1 Failure to implement planned service changes will impact on access to services and support for children and young people and their families/carers.
- 13.2 Contract performance management is in place for service providers and the CAMHS Strategy and Partnership Group oversees delivery of the local transformation plan.

14. Accountable Officer(s)

James McLaughlin, Democratic Services Manager

Approvals Obtained from:

Strategic Director of Finance and Corporate Services: N/A

Director of Legal Services: N/A

Head of Procurement: N/A

This report is published on the Council's website or can be found at:-

<http://moderngov.rotherham.gov.uk/ieDocHome.aspx?Categories=>

Appendix 1 Response to Scrutiny Review by Rotherham Youth Cabinet - Improving Access to CAMHS

	Recommendation	Decision (Accepted/ Rejected/ Deferred)	Response (detailing proposed action if accepted, rationale for rejection, and why and when issue will be reconsidered if deferred)	Officer Responsible	Action by (Date)
1	That RDaSH consult with young people who are their service users and Rotherham Youth Cabinet (RYC) on opening hours for the Single Point of Access pathway, by July 2016.	Accepted	<p>RDaSH Reference LTP 7.1a & 20.3a</p> <p>Patient survey in place for 4 week period commencing 15.06.2016. Consulting with CYP&F on communications, service times, locations, awareness of care coordinator and general feedback on the service and what improvements could be made.</p> <p>Additional information 26/9/2016</p> <p>Questionnaires out to all service users who came to CAMHS during a set period. RDaSH are working with RMBC Early Help in forming a joint SPA where CAMHS staff will support Early Help and triage CAMHS referrals that come into the SPA.</p>	Joint RDaSH CAMHS and RMBC Early Help	<p>July 2016</p> <p>October 2016</p>
2	That the Public Health Team in RMBC involves RYC in the commissioning process for the new 0-19 health services contract regarding the School Nursing Service.	Accepted	<p>RYC worked with Public Health to develop a question to include in the Invitation to Tender: "How will you raise the profile, increase the awareness and accessibility, and ensure effective two-way communication between young people and the school nursing service?" (question no. 2.4.8.2)</p> <p>They then scored the responses to this question from the prospective providers in a workshop session with Public Health, following an explanation about the tendering and moderation process. The decision will be presented to Cabinet in September 2016 and Public Health will feed back to RYC about the outcome. The young people were positive about the experience and learned how services are commissioned.</p>	Giles Ratcliffe Sarah Bellamy	July 2016

3	That RDaSH update the CAMHS pages on their website and include a Rotherham-specific page by date tbc , with input from RYC and service users.	Accepted	<p>The service has developed a proposal for a new CAMHS Microsite. Approved in principle by RDASH ICT Board – timescales unclear due to organisational priorities. We would expect to engage with C&YP re content development and could do some pre-engagement work with them whilst we are confirming timescales. See attached proposal.</p> <p>26/9/2016 Initial options are just underway within RDaSH CAMHS about the CAMHS website. Forming a focus group in Rotherham CAMHS, who attend youth councils to meet with young people to get their thoughts on the design, proposed content and features. Given the volume of change and transformation in Rotherham CAMHS at present expected date of completion tbc but work is happening.</p>	Gavin Portier	Date tbc
4	<p>That by date tbc RDaSH CAMHS develop a clear policy and demonstrate a consistent approach to ensuring young people's voice and influence, including:</p> <p>a. consulting young people on service development and design</p> <p>b. collecting data and feedback from young people using their services regarding times and ease of access as the new model develops</p>	Accepted	<p>Additional information 26/9/2016 The organisation is undergoing a large scale policy review and transformation; we don't have any policies specifically detailing this yet. As CAMHS is also undergoing large scale remodelling of service delivery and configuration, we will assess and review policies once everything has been put in place to get the policy right first time rather than write something that is not fit for purpose.</p> <p>a) Implement collaborative network - refer to appendix 2.</p> <p>b) CAMHS working with schools, Rotherham Parent Carer Forum, RYC via monthly/bimonthly meetings. Working jointly to ensure that feedback comment cards and questionnaires are available and completed. 26/9/2016 Operational Manager is attending meetings with the Rotherham Parent Carer Forum and clinicians attend these meetings for advice and consultation when available.</p>	Gavin Portier	From June 2016 ongoing work with families and service users

			RDaSH Actions are within the Promoting Resilience section of the LTP. Provider to provider meeting monthly with TRFT. Identified the need to develop a pathway and this will be developed now the locality workers are in post and their offer is established. Joint workshops to be planned for Sept/Oct to facilitate professional networking and relationship building. Dates to be confirmed through the monthly meeting.		
7	That the School Nursing Service and schools develop initiatives to raise the profile and accessibility of the service, involving young people in developing new approaches, by 1st April 2017.	Accepted	Clinical lead is attending secondary head teachers forum and is to be invited to attend school lead safeguarding officers meeting. School nurses to allocate a named practitioner with contact details for each school and to develop a standardised notice board, with pictures, names and details of availability for drop in sessions in secondary schools.	Juliette Penney	From November 2016
8	That the forum for practitioners from TRFT and RDaSH, which includes school nurses and health visitors, works more closely with young people to identify and embed good practice, by 31 March 2017.	Accepted	TRFT Establish joint forum and plan activities. RDaSH As per comments in section 6 Need to ensure that there are regular opportunities for professional networking and development throughout the year.	Juliette Penney	March 2017

9	<p>That an update on the new Family Support Service is reported back to RYC by date tbc, to include:</p> <ol style="list-style-type: none"> work taking place to address stigma capacity to comply with requests for support demonstrating evidence-based practice 	Accepted	<p>An initial update has been received from the Rotherham Parents Forum relating to the service which outlines:-</p> <ul style="list-style-type: none"> 3 Co-ordinators in place. Volunteer training package pulled together & anticipate will have 6 volunteers in place by September. To date, 21 families supported directly & 47 through groups, telephone, and social media contact. Good links with local services including RDaSH CAMHS, Healthwatch & Early Help teams. <p>A report could be provided at the end of October, 2016, by which time the volunteers will be in place and trained.</p>	tbc	November 2016
10	<p>That the CAMHS Strategy and Partnership Group continues to develop and promote the “My Mind Matters” website, taking account of feedback on content and accessibility from young people.</p>	<p>Accepted</p> <p>Accepted</p>	<p>RMBC The My Mind Matters Website has been ‘live’ for 12 months and is currently being refreshed. The refreshed young people’s section of the website will be consulted upon with young people to ensure that it remains young people friendly and accessible.</p> <p>TRFT CAMHS Strategy and Partnership Group continue to promote this website. School Nurses & Health visitors (0-19) continue to promote this website and consider adding this link on the TRFT website.</p> <p>School nurses continue to direct and refer Young people to this website.</p> <p>0-19 service work in partnership with young people in shaping and developing any new service.</p> <p>RDaSH Appendix 2</p>	<p>Nigel Parkes Paul Theaker Ruth Fletcher-Brown</p> <p>Juliette Penney</p>	September 2016 & ongoing

11	<p>That RDaSH CAMHS ensure all practitioners discuss treatment and the range of options available with young people so that they may make informed choices:</p> <ul style="list-style-type: none"> a. during their initial assessment b. during transition from CAMHS 		<ul style="list-style-type: none"> • Demonstrated through anonymised case notes. • Reflective practice • Clinical supervision • Regular feedback from service users • Motivational Interviewing and Appreciative Inquiry techniques training <p>Reviewing the RDaSH Transition policy against National Guidance and in collaboration with Adult Services, this will include making improvements to the MDT approach for discussing transition cases as well as identifying an appropriate link person in adult services at the earliest opportunity. Use of transition questionnaire with young people to evaluate their experience of transition.</p> <p>29/9/2106 Draft policy completed and submitted to board.</p> <p>Transition toolkit to be released by Y&H Clinical Network – to be reviewed for implementation following launch on 28.06.2016</p>	TBC	Ongoing
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Appendix 2 **The collaborative network**

The idea behind this is to create a collaboration of service users and services to jointly share and work in improving services for children and young people in Rotherham.

The proposed stakeholders for the group are:

- Rotherham Youth Cabinet
- Rotherham Parent Forum
- RDASH PALS (Patient Advice and Liaison Service) lead
- RDASH CAMHS operational manager & pathway leads
- RDASH CAMHS peer support worker
- Clinical lead for CAMHS RDASH
- Rotherham MBC
- Early Help
- Clinical Commissioners

The purpose of the group is to meet either every four or six months, where the following items would be discussed and shared, with the emphasis on reflecting on the services offered and involving all parties to shape and improve them for the children and young people of Rotherham.

Proposed topics discussed.

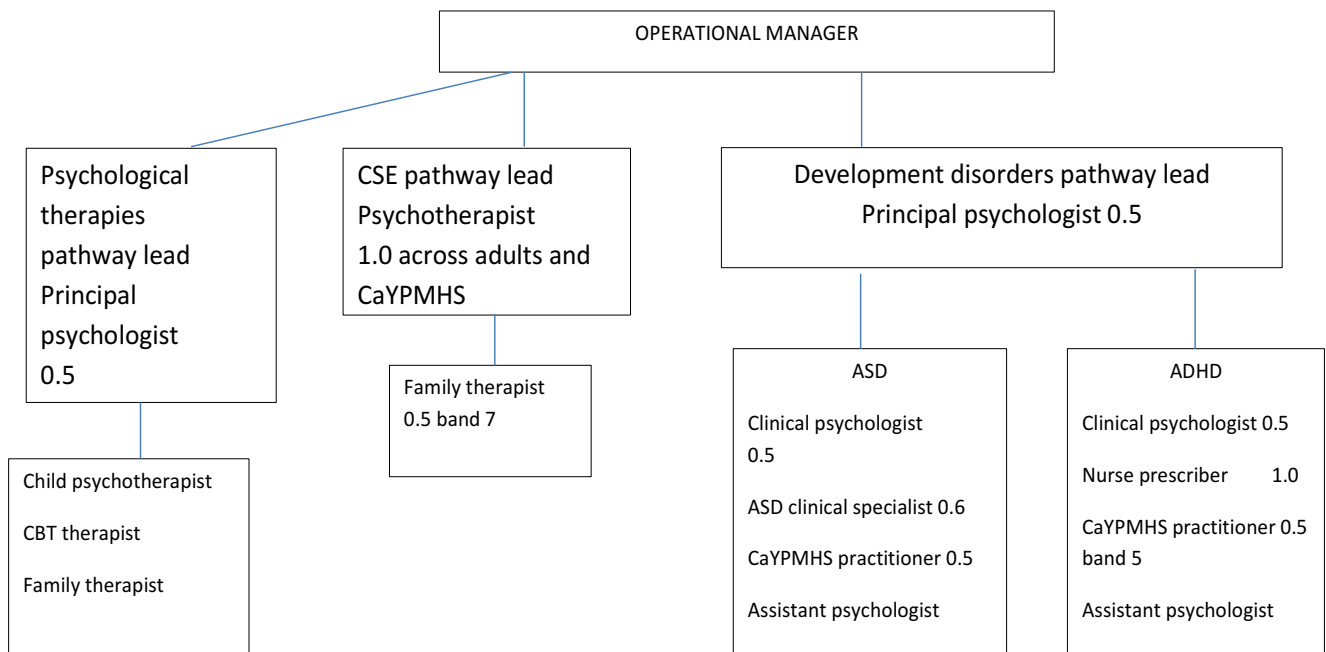
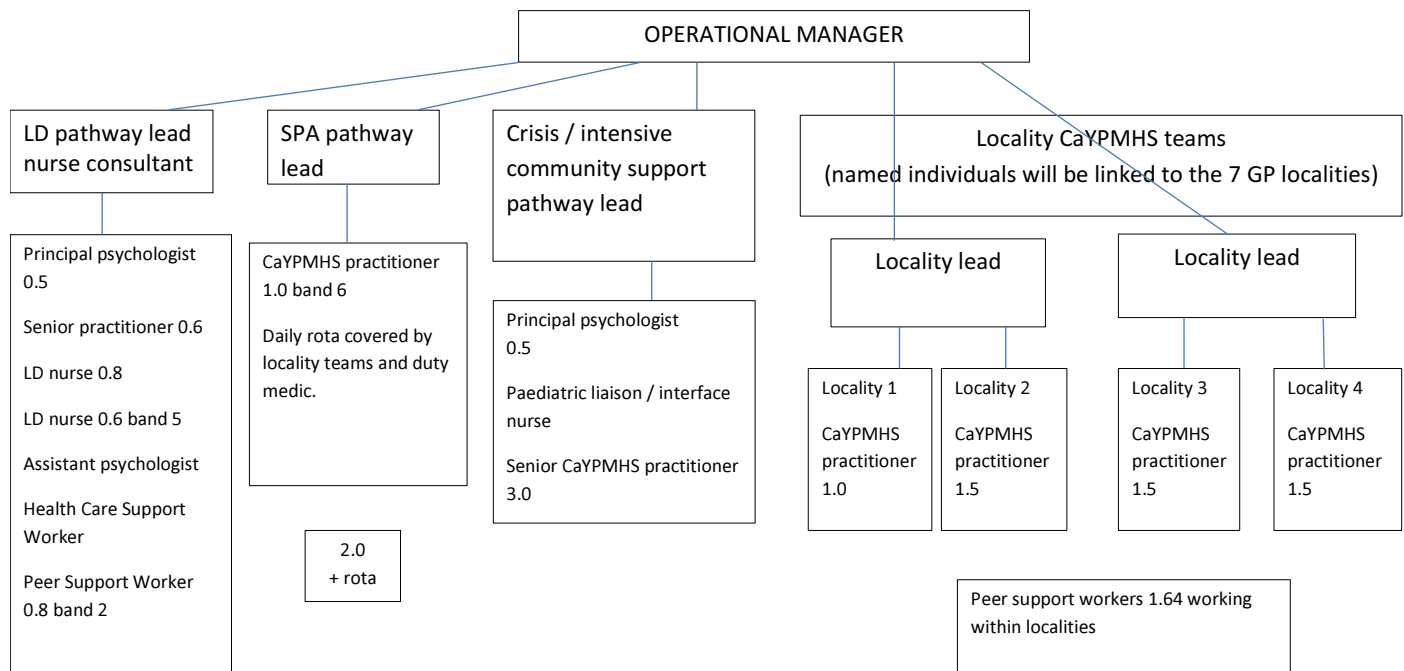
- Performance markers for all services waiting times, referral times etc. compared against national guidelines (not commissioned targets)
- Share service user feedback from all services, not just CAMHS. This will allow cross learning and gain better overview of the experience of people in different areas of the system.
- Service development – raising awareness of CAMHS services in Rotherham Doncaster & South Humber NHS Trust
 - Raising awareness of Child and YP mental health in Rotherham
- Discuss the political and environmental challenges on CAMHS, both locally and nationally
- Improving transitions from CAMHS to adult mental health services
 - What is available?
 - Finding out what exactly YP need and aspire to?
 - How can all stakeholders help in achieving this?

The meeting will be chaired by an elected stakeholder and this will change annually.

It is my vision that all stakeholders have a shared ownership in improving services for children and young people. That all services have productive working relationships where focus is on the service users.

Proposed Structure

PROPOSED STRUCTURE FOLLOWING CONSULTATION



Pathway Overviews

- **Learning Disability (LD)**
 - Specifically working with young people with a mental health problem and 'moderate to severe' learning disability
- **Single Point of Access (SPA)**
 - Receiving all referrals and triaging for urgency on the same day
 - Available as a point of contact for anyone to ring with any concerns
- **Crisis/ intensive community support**
 - Urgent assessments
 - Short term additional support during crisis, supporting people into and out of hospital
 - Longer term interventions where there are high levels of risk
- **Locality teams**
 - Assessments and brief interventions (6-8 sessions)
 - Liaison with other services- GPs, schools, early help
- **Psychological Therapies**
 - Time limited specialist therapy alongside other workers and consultation to colleagues
 - Longer term work with young people/families
- **Child Sexual Exploitation (CSE)**
 - Works alongside other colleagues
 - Provides support, advice and consultation to different services
- **Developmental Disorders (Autism Spectrum and Attention Deficit Hyperactivity)**
 - Diagnostic assessment for ASD and ADHD
 - Post diagnosis support for ADHD