



To: Health and Social Care Scrutiny Board (5)

Date: 18.12.2014

Subject: Towards Children and Young People's Emotional Health and Well-being – West Midlands Quality Review Service (WMQRS) Peer Review

1 Purpose of the Note

- 1.1 To discuss the findings of the WMQRS peer review of child and adolescent mental health services (CAMHS) and actions for improvement.

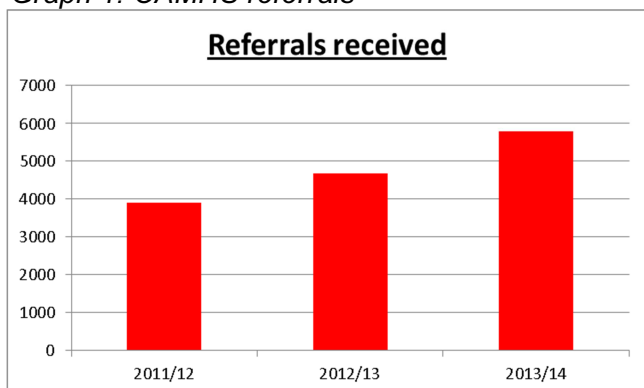
2 Recommendations

- 2.1 To note the action taken to address the findings of the WMQRS peer review and other service pressures identified by commissioners.
- 2.2 To make any recommendations to Coventry and Warwickshire Partnership Trust (CWPT), Cabinet Members or other relevant bodies.

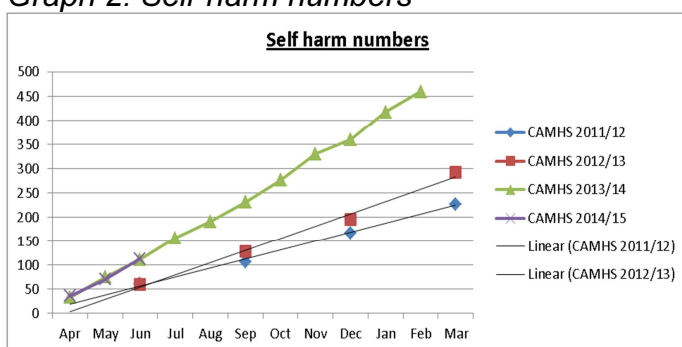
3 Information/Background

- 3.1 A range of CAMHS services are commissioned locally in the context of a nationally adopted four tiered framework:
- Tier 1 – Integrated Primary Mental Health Service – Addresses very low level issues in partnership with professionals such as teachers, social workers etc.
 - Tier 2 – For young people with emerging mental health and emotional wellbeing needs.
 - Reach Service - For all children and young people with eligible tier 2 needs.
 - Journeys Services – A dedicated service for Looked After Children (LAC).
 - Tier 3 – Specialist CAMHS – Supports all young people with moderate to severe needs.
 - Tier 4 – In-patient admissions – Commissioned by NHS England.
- 3.2 Commissioners and CWPT have identified a range of key challenges and risks facing the CAMHS system, including:
- **Increasing demand** – CWPT report this is in the region of 20% year on year for Specialist CAMHS services – illustrated in graph 1.
 - **Self-harm incidences and crises response** – Increasing numbers of presentations to hospital. This stretches capacity to respond to routine CAMHS cases – illustrated in graph 2.
 - **Complexity of referrals** – Over 50% of referrals now require access to two or more clinical pathways.
 - **ASD** - Increasing referrals of children and young people requiring assessment for potential autism.

Graph 1. CAMHS referrals



Graph 2. Self-harm numbers



3.3 The WMQRS were commissioned by Coventry and Rugby Clinical Commissioning Group (CCG) to undertake a more detailed peer review of service quality across the CAMHS system (tiers 1-3). This report is attached at Appendix 1. Good practice and achievements highlighted in the report included the following:

- **Integrated Primary Mental Health Service** – Good integration between NHS and voluntary sector providers, and helps ensure appropriate access to other services.
- **Reach & Journeys Service** - Despite Reach being operational for less than a year, many aspects of the service were in place and working well e.g. use of telephone triage to manage waits, use of perinatal and parenting support to intervene early.
- **Specialist CAMHS** – The needs assessment tool implemented.
- **Commissioning** - Commissioners of health and social care were working well together and have clear vision for the future development of services.

3.4 Risks and concerns identified in the report are summarised below:

- **Crisis Response** - Reviewers identified this as an ‘immediate risk’:
 - A. The pathways for crisis response were not clear.
 - B. Timescales for availability of a mental health assessment from CWPT Specialist CAMHS service were judged as being too long, especially in South Warwickshire.
- **Triage criteria and process** - The criteria and process for referral to Reach or to Specialist CAMHS need to be more clearly defined.
- **Reach and Journeys case notes** - There is a need to improve recording in case notes.
- **Specialist CAMHS (tier 3) overall patient pathway** – The patient journey is not clear, and there can be several delays.
- **Data** - Reviewers found the data on Specialist CAMHS difficult to understand.
- **Looked After Children** – It was not clear that pathways to specialist CAMHS were functioning effectively for LAC.

- **Intensive Home Support** – No intensive home support service is commissioned.
- 3.5 Immediate actions taken by commissioners to address the issues are:
- **Holding an executive level summit meeting with WMQRS to confirm the system response** - Senior Executive level leads from UHCW and South Warwickshire Foundation Trust met with the three local CCG's, Warwickshire County Council representatives, and a Coventry City Council representative to jointly confirm the immediate response to the WMQRS.
 - **Additional investment to boost capacity in the Specialist CAMHS service** - Coventry and Rugby CCG have agreed to fund an additional 6 full time equivalents (fte) on a 12 month basis to increase Specialist CAMHS service capacity. This represents a significant additional staffing resource. The existing staffing establishment is 23 fte for Coventry and Rugby.
 - **Confirmed contractual requirements relating to additional funding** - A range of additional contractual requirements were attached to the additional funding including
 - Reducing follow up waits
 - Introducing a model of stepped care e.g. young people waiting having access to telephone support and offering group interventions.
 - 7 day a week coverage for self-harm presentations at UHCW, and a reduction in admissions to adolescent wards.
- 3.6 Further specific work to date, to manage the risks identified by commissioners and the WMQRS peer review includes:
- **School Age Mental Health Project** – Coventry and Rugby CCG have agreed to fund a school age mental health project in 14/15 and 15/16, with a focus on preventing self-harm in schools that have high referral rates.
 - **Clarifying criteria for services** – Joint workshops have been held between commissioners and service providers to map current thresholds for all children, including LAC, and agreed clearer documentation for clinicians and referring agencies.
 - **Reach and Journeys case notes** – Reach and Journeys have implemented a new template to record case notes to improve the detail and consistency of recording. Service managers are also undertaking regular audits of case note recording.
 - **Intensive Home Support** - Joint visits have already been undertaken to the Worcestershire Intensive Community Support and Home Treatment Service and the Wolverhampton Key Service to consider different service models.
 - **Patient Pathway** – CWPT are redesigning patient pathways and consulting with commissioners as part of that process.
 - **Looked After Children** – It has been confirmed that a regular link meeting between Specialist CAMHS and Journeys is taking place to ensure Looked After Children have access to the appropriate service based on their level of clinical need.
- 3.7 All Specialist CAMHS contractual requirements and on-going clinical review of CAMHS are formally managed through the monthly CCG Clinical Quality Review meeting with CWPT.
- 3.8 A Coventry and Warwickshire CAMHS Redesign Project had already been initiated before the peer review. National leading mental health charity Young Minds are leading on the work with commissioners, and in January 2015 will report back with recommendations on what the future model should be. As part of this redesign process, consideration will be given to progress against the immediate actions identified above, which will help inform a Coventry and Rugby CCG decision about whether or not the market should be tested through a competitive tender.
- 3.9 In addition to all the actions above, the current service specification for the Specialist CAMHS service will be re-negotiated with CWPT for implementation from April 2015. This is based on

learning from the peer review, local issues, and key themes emerging from workshops with young people and parents.

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