
To: Health and Social Care Scrutiny Board (5)

Date: 23rd June 2021

Subject: Mental Health and Wellbeing Paper A - Emotional Well-being and Mental Health support to the population of Coventry

1. Purpose of the Note

- 1.1. This paper is a supplementary briefing to compliment the paper for community mental health provision for adults (all ages) and focuses on the emotional well-being and mental health support for children and young people.
- 1.2. The purpose of the briefing note is to provide an update to Scrutiny Board 5 on the Community based mental health and emotional well-being services for the population of Coventry with a particular emphasis on restoration and recovery from Covid-19.

2. Recommendations

2.1. It is recommended that Scrutiny Board 5:

- Notes the progress to date and endorses the plans to further progress the mental health and emotional wellbeing support available to Coventry

3. Context/Background

- 3.1. In March 2020, Government initiated national lockdown measures to control the spread of Covid-19 virus. This meant services had to rapidly adapt and embrace virtual and remote working to ensure support continued to be provided to local people during these challenging times.
- 3.2. The Covid-19 pandemic has had an impact on everyone's emotional wellbeing and mental health, in particular children and young people. Although services have continued to provide a virtual support offer during Covid, not all children and young people have had the equipment, support or confidence to access support through a digital platform. This has meant some children and young people have become more isolated, which is likely to have a negative impact on their emotional wellbeing. YoungMinds surveyed more than 2,100 children and young people in March 2020 to understand the impact national lockdown has on their mental health. A report *Coronavirus: Impact on young people with mental health needs: Survey 1 (2020)*¹ revealed that 83% of respondents said the Covid-19 pandemic has made their mental health worse. The report also concluded there is a need to have funding and resources available to NHS, Schools,

¹ https://youngminds.org.uk/media/3708/coronavirus-report_march2020.pdf

Charities and other providers to enable services to be delivered, including digital, virtual, text-based and telephone therapies.

- 3.3. A further survey of 2036 children and young people was conducted by YoungMinds between June 2020 and July 2020. The outcome published in *Coronavirus: Impact on young people with mental health needs: Survey 3 return to school (2020)*² found an increase in children and young people who felt their mental health had got worse since returning to school.
- 3.4. A more recent report has been published by NHS Digital, *Mental Health of Children and Young People in England (2020)*³ in July 2020. This report evidences the rates of probable mental health disorders have significantly increased to 1 in 6 children aged 5 to 16 a being identified as having a probable mental disorder, which is evident across males and females. In Coventry, as of 2020, this could be around 9,000 children and young people, which is a significant proportion of our population. The report also evidences the likelihood of a probable mental health disorder increases as children and young people age, which is likely to affect females more than males.

4. What is working well?

- 4.1. The detail below outlines the initiatives that have been led by health and social care as part of the suite of support available for emotional wellbeing and mental health needs during the Covid pandemic.
- 4.2. Coventry City Council in partnership with Coventry and Warwickshire Clinical Commissioning Group (CWCCG) have commissioned Kooth, an online virtual support offer for emotional wellbeing and mental health, for children and young people aged 11 to 25. Kooth, which went live in Coventry on 12 April 2021, will:
 - Enhance Coventry's early intervention mental health support offer
 - Widen accessibility through an open referral process for children and young people aged 11 to 25.
 - Enable children and young people to gain quicker access to mental health support.
 - Give children and young people more choice and control, when accessing support
 - Provide additional support to care leavers

A significant amount of communication and engagement has taken place around Kooth including via newsletters and social media. Additional targeted messages were also promoted with all educational facilities in June 2021 to support those school leavers following this year's GCSE and A level assessments.

- 4.3. As a consequence of national lockdown and school closures, a system wide working group, known as the mental health surge working group, has been developed to monitor and review referral data into mental health services. The purpose of the group is to ensure a co-ordinated system wide response to supporting children and young people with emotional wellbeing and mental health issues. The working group provides an opportunity for services to come together to build working relationships, understand each other services, and to help avoid duplication across the system.
- 4.4. In January 2021, the mental health surge working group developed a children's and adults' mental health service offer leaflet which was circulated to all schools across Coventry. Please see appendix 1 below. Schools have been asked to share this with their staff and with parents/

² <https://youngminds.org.uk/media/4119/youngminds-survey-with-young-people-returning-to-school-coronavirus-report-autumn-report.pdf>

³ <https://digital.nhs.uk/data-and-information/publications/statistical/mental-health-of-children-and-young-people-in-england/2020-wave-1-follow-up>

carers to ensure people are aware. The leaflet was also shared across social media through a public health led initiative the #Take5 campaign, which was to encourage people to look after themselves using the 5 ways of wellbeing; Be active, Connect, Give, Keep learning, Take notice.

- 4.5. In September 2020, the Government launched a Wellbeing for Education Return training programme as a response to providing mental health and emotional wellbeing support to schools and colleges. Coventry Educational Psychology Team took the lead on the local roll out of this programme and hosted a number of webinars during November 2020. The training programme focusses on developing a whole school approach to managing mental health and emotional wellbeing and building resilience, which had over 120 nominated leads within education settings (primary and secondary schools, colleges and specialist provision) attending the initial webinar. From January 2021 onwards, Educational Psychologists will also be providing 1:1 consultation sessions to all education settings who attended the webinars to focus on: the onward cascade of the training programme, strengths and needs of developing a whole school approach, and to identify any specific training needs (anxiety and low mood, bereavement and loss, and stress and trauma). Information collated from the 1:1 sessions will provide data around what the local education setting needs are.
- 4.6. On 07 and 14 June 2021 system wide mental health webinars were delivered to School leads. The webinars, which were hosted by commissioners and delivered by a range mental health providers and Early Help, focused on the local emotional wellbeing and mental health offer available in Coventry. The webinars were recorded so other school professionals are able to access following the events alongside Frequently Asked Questions (FAQs).
- 4.7. Coventry and Warwickshire Mind have adapted their offer during the Covid-19 pandemic, involving the move to a digital platform. This has seen the development of:
 - 6-week webinar programme, designed to build resilience and help them identify and regulate emotions. This is a rolling programme for ages 7-11, 11-14, and 15-18.
 - Digital youth groups and quizzes, whilst parents have been able to access a parent forum for support.
 - Continuation of counselling support during Covid moving to an online virtual platform
 - Weekly virtual education staff peer support sessions were launched in December 2020, each week focussing on five ways to wellbeing; safety online, how to talk about mental health, self-esteem and confidence, supporting family wellbeing, guilt, grief, boundaries, and growth mind-set.
 - Resource packs and themed newsletters which have been circulated to all schools, parents and carers, children and young people and professionals. These documents provide information, advice, and guidance on how to manage emotional wellbeing at home, during the Covid crisis.
 - Pre-recorded webinars were produced and are accessible to children and young people on the waiting list for the Reach service since August 2020.
 - Back to School Resource Booklets for primary and secondary schools were created and sent to schools in August 2020, to support all children and young people in preparation for returning to school in September 2020. These resources were adapted and re-sent to schools in February 2021.
- 4.8. Coventry has received NHS England funding to develop and implement two mental health support teams (MHSTs) in schools. MHSTs are made up of Educational Mental Health Practitioners (EMHPs) who have a new qualification developed by Health Education England. The teams are equipped to provide low level Cognitive Behavioural Approaches that can be accessed directly. The staff trained via a university course which ran from September 2019 to September 2020.

- 4.9. The MHST service has continued to provide support during lockdown. EMHPs were providing support to 8 schools pre-Covid however for the period of the first lockdown provided an optional service to all schools across Coventry for an interim period. The project has returned to its normal development plan and will grow the access to up to 31 schools as per the project brief.
- 4.10. The Primary Care service has continued to offer support and consultation to schools and those professionals reaching out the service via the Rise Navigation Hub. Rise delivered a series of training sessions to professionals on self-harm to support those professionals who were dealing with distress. These were delivered across Coventry and Warwickshire and reached more than 1000 people working with and supporting children and young people.
- 4.11. In March 2020 the Rise mental health service for children and young people made rapid changes to the Crisis Team, moving it to a new location at Whitestone Clinic, Nuneaton, where it could access clinical space to see children and young people away from acute hospitals, given the expectation they would be running at maximum capacity in response to Covid 19. The Navigation Hub was supported with additional capacity for consultation should this be needed.
- 4.12. In response to the request by NHS England to support children and young people during the pandemic, the service introduced a 24/7 Crisis Telephone contact service. This freephone number (08081 966798 Select Option 2) allows direct contact with NHS staff for support advice and guidance. This was put in place in less than 10 days from request. Additional support has been provided by the Neurodevelopment team for those families where the loss of structure and routine has caused distress and difficulties for families with a child with a neurodevelopment or autistic spectrum condition, who have reached out to the navigation hub or have been in contact the Crisis telephone line.
- 4.13. The digital offer of Rise was significantly enhanced with the introduction of the NHS secondary care solution for digital consultation platform. Other advances include the redevelopment of the CW Rise Website www.cwrise.com, and the enhancement of social media activity for Rise providing positive messages and support. The service developed the #thankskids to recognise the acts of kindness and support made by children and young people in the pandemic. This has been further supported by the Jimmy Hill Legacy Fund of the Sky Blues Football Club.
- 4.14. As part of recovery planning activities, additional investment has been made by the Clinical Commissioning Group for the recurrent growth of the children and young people Eating Disorder service and the children and young people Crisis Team.
- 4.15. NHS England released short term winter pressures and specialist commissioning investment from December 2020. This funding has been used to develop the skills of the Eating Disorder workforce with specialist high intensity training, additional capacity was created by embedding Neuro development staff in the Crisis team to support and consult on cases being referred.
- 4.16. This additional short-term investment was also used for those in crisis and for those with an eating disorder and saw the development of a multi-agency 'Think Family support Service'. The Think Family Support Service is a partnership model between health, social care (Coventry and Warwickshire LAs), and NHS Trust provider, that will deliver in-reach (to help support children and young people back into the community) and outreach support (to provide intervention within the community to help avoid hospital admission) to children and young people in crisis and with eating disorders across Coventry and Warwickshire.
- 4.17. The rapid changes to the crisis offer and the instalment of telephone service happened with such pace there was no time to consult with children and young people and families on this. Additional investment has been provided by NHS England which has been utilised to commission PeopleToo, an independent voluntary sector organisation. PeopleToo commenced in January 2021 and undertook a detailed consultation and engagement exercise to seek views

from children and young people and parent carers around their support needs to ensure the service is accessible and. A final report will be concluded in June / July 2021.

- 4.18. Throughout the Covid pandemic all services across the system have continued to operate and deliver emotional wellbeing and mental health service to meet the needs of our local children and young people, during this difficult time.

5. What are we concerned about?

- 5.1. National Lockdown restrictions for children and young people has prevented normal access to support from school, friends, clubs and the activities that children and young people utilised to help support their emotional wellbeing. Early indications have identified that children and young people have experienced increased levels of anxiety and separation distress without the ability to normalise this in the way they would have done before restrictions. There are some specific areas where there are increased levels of complexity and demands for services, in particular eating disorders and children and young people presenting in crisis.
- 5.2. Overall referrals into the navigation hub dropped by 55% in the in the first 3 months of the pandemic as schools changes their admission criteria which resulted in the majority of pupils being at home, and as the usual exam pressures were removed with the cancellation of school exams.
- 5.3. The Eating Disorder service is an area of concern. Despite the general trend of a reduction in referrals to services at the outset of the pandemic, eating disorders referrals increased in quantity and complexity.
- 5.4. Referrals increased by 18% to the Eating Disorder service in 2020/21 compared to 2019/20. The complexity of referrals resulted in an increase in the need for a comprehensive eating disorders assessment. On average, during 2019/20 there were 100 children and young people on the caseload compared to 128 for 2020/21. As of the 7th May 2021 there were 160 children open to the team for assessment and/or intervention. This complexity growth has also resulted in a greater number of children and young people being referred to at acute settings with needing physical stabilisation of their eating disorder. While additional investment has been provided against increased demand during the pandemic, the increased levels of need alongside more complex cases, further investment is required to provide additional resources, and this is being planned for. In addition, as a system we are working closely with NHSE to support the development and capacity of this service offer.
- 5.5. As stated in 5.2 the local and the national picture shows a significant drop off in all referrals for mental health services following the first national lockdown. However demand for the Rise crisis resolution and home treatment team has grown, with the team seeing 42% more referrals in 2020/21 than it was anticipated it would at its launch in October 2019 (1432 referrals received in 2020/21 against an anticipated demand of 1000 referrals at the launch in October 2019).
- 5.6. Locally and nationally, there has been a surge in demand for support for children and young people who are in a state of crisis in both the community and presenting at acute hospitals. Locally, the services established to support these children and young people experienced demand beyond their capacity which resulted in the need to use capacity from elsewhere in the system. Nationally, with increased demand accompanied with a lack of capacity in the NHS England specialist commissioned beds (known as Tier 4 beds) this has resulted in children having to wait in hospital for longer periods of time before moving into a tier 4 bed, when available.
- 5.7. An established multi-agency system protocol has been utilised to escalate and co-ordinate a multi-agency response to this issue. This has followed with a structure of oversight and decision

making established via accountable officers in a Gold command supported by a silver command team, a bronze command development meeting and a Bronze multi-disciplinary team to ensure that all agencies are engaged at all levels of problem solving. Alongside the Gold, Silver and Bronze command calls, there are also daily multi-disciplinary team meetings to review all the children and young people who are in hospital and to mobilise discharge plans in a co-ordinated way when children and young people are medically fit for discharge.

- 5.8. While the crisis demand has started to reduce, the nature of this problem and the risk that exists when capacity limits are exceeded means that additional work is taking place to ensure safety of children and young people in the community and in hospital. An example of this has been deploying additional mental health staff to the acute ward settings and coordinating a system wide staffing and capacity update each weekend.
- 5.9. There is additional work taking place to gain the current local context and deploy the most appropriate additional support model. This to manage includes scoping of a multi-agency day support or drop in facilities for children in crisis. All agencies are engaged in understating the needs in our systems and working to a solution.
- 5.10. Data collected suggests social isolation is a growing problem. Children and young people who rely on school or activity groups to prevent this are left with increased vulnerability which can't be mitigated against without face to face contact/ support. Where previously school acted as a protective factor, this has been removed due to closures or changes in access criteria (vulnerable and keyworker children only) and therefore the needs of these children and young people have escalated. With restrictions now easing there will be an ongoing need to support children and young people with a reintegration to new relationships and societal norms.
- 5.11. The pandemic limited the amount of face to face contact that could be achieved in normal clinical spaces. Those in urgent need were seen face to face by our Crisis Team however in line with other areas we have enabled a digital consultation solution to allow Children and Families to engage via Attend Anywhere which is the NHS secondary Care Digital consultation platform. This has supported our ongoing contact with children and young people during this pandemic.

6. What are the next steps?

- 6.1. There is an extension of the Think Family Support Service for children and young people in crisis with eating disorders who are presenting at acute settings. Additional funding to expand this service is being sought. A review is underway to determine the impact of the service and to help shape the future offer.
- 6.2. Mental health surge working group continues to monitor the mental health referrals coming into the system to understand the needs and demand. An action is being developed to utilise the data to enable targeted work to be done around particular issues where there are high numbers of referrals being presented into mental health services.
- 6.3. Further roll-out of the Kooth programme to ensure children and young people (aged 11 to 25), parent carers and professionals are aware of the offer. The data provided by Kooth on a quarterly basis will feed into the mental health surge working group, to develop a greater understanding of our local needs. The data collated will also identify the geographical location (based on Coventry Wards) of where support is being accessed. Data can then be analysed to develop a greater understanding of need within Family Hub areas. The first quarterly data is due in July 2021.
- 6.4. The children in crisis working group will continue to meet to implement interventions to help support children and young people in the community and prevent crisis. One of the actions was

to implement Kooth which has been mobilised across Coventry and Warwickshire. Further work is being explored, via Gold, Silver and Bronze command

- 6.5. PeopleToo are in the process of finalising their report around the crisis offer within Coventry and Warwickshire. The finding of this report will help inform the focus of the crisis offer across the Coventry and Warwickshire.
- 6.6. Significant resources have been made available from national transformation monies from NHSE service in April 2021, across Coventry and Warwickshire, to support the development of CAMHS provision / services. This additional resource will help to meet the increased demand across the CAMHS system, to support the growing demand caused by the pandemic. Currently across the CAMHS partnership, proposals are being developed which have been submitted to NHSE in early May 2021. Some of the plans include:
- Expanding the Eating Disorder service to accept referrals for young adults up to the age of 18 years and 364 days.
 - Expanding the Eating Disorder workforce to help manage the increased demand and complexity.
 - Introducing an intensive community-based eating disorder support service to support increased complexity in the community.
 - Developing a treatment pathway for restrictive eating disorders (these are a different clinical presentation and intervention model to an eating disorder) as part of the children and young people's eating disorder service
 - Expanding the Crisis and Home Treatment team to allow additional clinical capacity for therapeutic support flexibly in the community, engaging with any day or drop support that is developed and supporting the acute sector.

Authors

Name: Richard Limb

Job Title: CAMHS Programme Manager, Coventry City Council and Coventry and Warwickshire clinical Commissioning Group

Name: Chris Evans

Job Title: General Manager, Mental Health Services for Children & Young People, Coventry and Warwickshire Partnership Trust

Contributors

Name: Dr Sharon Binyon

Job Title: Medical Director, Coventry and Warwickshire Partnership Trust

Name: Matt Gilks

Job Title: Director of Commissioning, Coventry and Warwickshire Clinical Commissioning Group

Name: Bridget Atkins

Job Title: Operational Lead Commissioning and Partnerships, Coventry City Council

Name: Kam Kaur

Job Title: Team Manager - Joint Commissioning, Coventry City Council and Coventry and Warwickshire clinical Commissioning Group