

# Child & Adolescent Mental Health Services

PPI Engagement Plan

# Drivers in Croydon

- **Demographic Factors**

- Growing children's population
- Rise in the number of children attending A&E in MH crisis
- Increasing numbers with long term MH issues
- Increasing number of C&YP with Autistic Spectrum Disorders

# Drivers in Croydon (2)

- **Financial**

- Continuing austerity
- Value for money
- Reduce the Do Not Attend (DNA) rates
- Ensuring that pathways are easy to navigate so C&YP are seen in a timely way – stopping escalation to specialist services

# Drivers in Croydon (3)

- **Quality and Outcomes**

- Equality of access to services
- **Access to support before crisis point** – making sure people with mental health problems can get help 24 hours a day and that when they ask for help, they are taken seriously.
- **Urgent and emergency access to crisis care** – making sure that a mental health crisis is treated with the same urgency as a physical health emergency.
- **Quality of treatment and care when in crisis** – making sure that people are treated with dignity and respect, in a therapeutic environment.
- **Recovery and staying well** – preventing future crises by making sure people are referred to appropriate services.
- **C&YP seen in the right place by the right person at the right time!**

One simple question.....

**How can  
services be designed in a way  
that offers better experiences  
and outcomes for children  
and young people?**

# Our thinking....

- A partnership approach, involving informal pre-consultation with...
  - Children and Young People
  - Parents / carers
  - Service users
  - Clinicians
  - Allied services i.e. education / social care / youth offending
- ... about the future shape of services, is seen as an essential part of the process

# Pre - consultation

- Who we have already consulted with
  - YP with the Youth Offending OR team
  - Voluntary sector
  - Youth Council
  - Primary / secondary heads
  - Unaccompanied minors
  - Looked after children
  - Young carers (staff and YP)
  - Clinicians and GPs

What we found (YP)....

**No one listens to what we want ... its  
always more the same ... no one  
wants to know what I want... I don't  
want to wait... to much hassle to see  
someone... they're not like me (voice  
of an unaccompanied asylum  
seeker)... it's all talk nothing changes**

## What we found (Adults)....

**Waiting lists are too long for ASD assessments... thresholds are too high... really good once you are in the service... not sure where to refer too...waiting lists... its inflexible between the tiers... had to buy in counselling services ... LOTS of complex needs that we don't understand (Primary Head)!**

# Next steps

- Two areas for development and consultation:

## Single Point of Access into CAMHS services

- Looking at a shared understanding of need across the voluntary and statutory sector
- Better manage referrals to specialist services and step downs /step ups
- Share training and supervision
- Multi-disciplinary working which will ensure that the appropriate professional provides an intervention or that interdisciplinary support and advice are available.

- **Blend Model of Care**

- Blended Care Model focuses on:

- creating greater coherence between client needs and service delivery
    - evidence based interventions
    - the realignment of service provision into the community where appropriate
    - Involvement of users and carers as this increases the likelihood that services are appropriate and effective
    - Improving Care Pathways which are central in making patient-centred service improvements

# How...

**Children and Young People deserve  
pro active engagement!**

- **Using existing participation forums**
- **Schools**
- **Street Outreach services**
- **Youth Council**
- **Service Users**
- **Faith Groups**
- **Emails.....**

# Models of consultation

- We have used:
  - One 2 One interviews
  - Outreach open ended questions
  - Seminar / workshops
  - Survey Monkey
  - Listening to the stories / experiences of YP
  - Data analysis
  - Presentations to meetings
  - Going to meet YP and allowing the conversations to flow, summarising and feeding back so we are confident that we capture their views

# On going...

- We are going to ensure that we deploy these consultation models mindfully to capture opinions effectively:
  - Looked After / unaccompanied minors
  - Young carers
  - Those with enduring MH issues
  - Parents with children with complex needs
  - Service users
  - C&YP
  - Minority communities
  - YP that identify as LGBT