

Health Scrutiny Committee

19 January 2017

The Emotional Wellbeing of Children and Young People

Information in this report was produced on behalf of:	
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Date Submitted:	28 December 2016

Introduction

1. It has been period of national and local focus for the commissioning and provision of services for Children's emotional health and wellbeing over the past 18 months. Since the first Suffolk Children's Emotional Health and Wellbeing Plan was signed off by NHS England in October 2015, the plan has been subsequently refreshed in line with the NHS England Assurance process in October 2016 and can be located at <http://www.healthysuffolk.org.uk/healthy-children/EWB2020/>.
2. During the refresh of the plan, we have taken the opportunity to revisit the 10 priorities and five big ideas as set out initially with partners, stakeholders, parents/carers and young people. The Needs Assessment underpinning the emotional health and wellbeing plan has also been refreshed.
3. The feedback received was that the 10 priority areas and five big ideas hold true and remain important to deliver for Suffolk. However, it was felt that the speed of delivery in particular needed to increase and that our collective organisational response to 'crisis' needed to be further prioritised.

Response to scrutiny focus questions

4. **Access:** The vision for the multi-agency Emotional Wellbeing hub (Single Point of Access) is that no child, young person or their family/carer will be turned away without being offered appropriate help, information or advice. The two key partners in this development are Norfolk and Suffolk Foundation Trust (NSFT) and Suffolk County Council's Children and Young People's Directorate.

There have been a number of workshops, visits (to Nottingham) and design events on this initiative over the past year and the pace of delivery has been a challenge. However, a new implementation board has recently been established to be co-chaired by NSFT and Suffolk County Council with the aim to get this initiative operational by Spring 2017. Key to this work will be the commitment of all partner organisations across the system to contribute positively to the process, particularly in terms of referral acceptance, handovers and handbacks from services. In addition, the siting of the new service remains not agreed.

5. In addition to the *Source* website, a pilot online chat support service, *Ask the 4YP Expert*, with experienced youth workers from Suffolk charity 4YP (Suffolk Young People's Health project) is providing confidential advice during the week for anyone aged 12-25 years.
6. Our School Nurse workforce has been using *ChatHealth*, a text service for children and young people, to chat directly with them. We are looking at the benefits of extending the use of this service beyond school hours (as part of our 24/7 provision) and across other workforce groups including voluntary sector partners.
7. **Eating Disorders:** Ipswich and East Suffolk and West Suffolk CCG(s) commissioned a new community based Eating Disorders service from Norfolk and Suffolk Foundation Trust in the summer of 2016 in line with national NHS guidance. In addition some funding has been made available to support NSFT to train staff and work with the eating disorder organisation, BEAT, to work with schools and colleges to raise awareness of the condition and promote the new service further.
8. **Children in Care:** The '*Connect*' service provided by NSFT to support Children in Care and its service specification is under review. It is hoped this work will be completed in the coming months.
9. **Behavioural Pathway:** Linked to the development of the 'Emotional Wellbeing Hub', work is ongoing to develop an over-arching behaviour pathway for Suffolk providing early help through to specialist assessment, diagnosis and treatment services. This has focussed initially on a new Attention Deficit Hyperactivity Disorder (ADHD) service for East and West Suffolk.
10. **Perinatal Mental Health:** We submitted a system wide bid to NHS England in Autumn 2016 to further develop our local perinatal mental health service offer which unfortunately was unsuccessful. We will bid again for the second tranche of funding in 2018/19. However, in the meantime we have a universal pathway in place for screening and identifying perinatal women in Suffolk with mental health needs, delivered by midwives and health visitors. We offer a range of early help and support through our Children's Centres and Health Visiting universal plus/universal partnership plus services. However we recognise there is limited access to specialist advice and support.
11. **Crisis Care:** We acknowledge that the Suffolk crisis response needs addressing at pace and as part of this work we are currently reviewing the provision we have in place in order to inform a gap analysis and develop an action plan that will deliver a 24/7 Crisis Response. As part of our work with young people they have told us:

"There needs to be family therapy, not just individual therapy"

“A&E is not the right place to go when you’re in a crisis. There is no privacy!”

“There should be a crisis team available 24/7”

“It’s like you have to time your crisis!”

“There should be an A&E specifically for mental health”

“Crisis care needs to be stronger- especially for under 14’s”

“There needs to be good discharge safety plans- a gradual transition back home”

“Workers should be able to come and see you at home if you feel unable to attend your appointments”

12. **Youth Justice Mental Health:** The Suffolk Children’s Emotional Wellbeing Group is represented on the Suffolk Youth Offending Board and the Suffolk Crisis Care Concordat Steering Group and members of the youth offending team have engaged in our workshops and development of this plan, particularly in relation to vulnerable children.
13. **Transition:** This is a cross cutting theme through the programme of work. Our main mental health service provider Norfolk and Suffolk Foundation Trust has Integrated Delivery Teams and the youth pathway for all conditions goes up to age 25 years.
14. **Families and Carers:** Agreement in June 2016 to fund two parent carer support groups £10K each for two years to increase parent and carer support in order to develop their website and on line support, provide training for members to develop their skills and knowledge, develop a network of local champions to support each other locally, develop packages of awareness training which they could deliver to parents and professionals including schools and early years providers.
15. **Workforce Development:** We have put in place a funded programme of learning and development resources, to reflect the broad needs of our workforce, families/carers and children and young people. This includes Suffolk Needs Met Introduction to Mental and Emotional Wellbeing, Mental Health First Aid training, MindEd eLearning and web-based resources to further understanding of mental and emotional health. We have completed an evaluation of this offer in terms of the take up across the system workforce and the impact on confidence and practice.
16. What we set out to achieve in 2016/2017
 - To develop a universal offer aimed at improving confidence and skills of those working directly with CYP in Suffolk
 - To begin to change culture surrounding mental health and emotional wellbeing
 - To explore bespoke support and supervision with our clinical psychology and PMHW teams

- To gain buy in from managers and provide targeted training for leads and managers across the system
 - To pilot a targeted modular programme of training CARES which could be offered to those who are faced with more complex challenges when working with CYP
 - To work on an offer of workforce support for education and learning settings and work with a select number of schools to pilot some approaches
 - To continue to work with stakeholder groups to integrate engagement and co-production into the design, delivery and evaluation of future and current training
17. Measuring outcomes and impact
- Workforce confidence ratings pre- and post-course
 - Recording of number of staff attending training, job roles, locality
 - Telephone interviews with staff attending training
 - Reflective workshops and focus groups
 - Over time referral and demand data and Service user feedback
18. Face to face training delivered to date
- 15 sessions of Mental Health First Aid Training (Youth) delivered (1 + 1 Days). 115 attendees - Early Help (30%), Education (23%), Voluntary sector (8%), Social work (6%) and Children's Homes (4%)
 - 7 Suffolk's Needs Met sessions (another 7 scheduled) (3 hours). 51 attendees – Early Help (35%), Education (20%), Voluntary sector (10%), Fostering & Adoption (6%), police (4%), social work (4%) and Community workers (4%)
19. Evidence of impact – interviews with participants
- “I took away some very interesting stuff about dealing with young people who have attempted suicide and this something I have been afraid to do before, like do I ask questions or don't I?. I have learnt that it is okay to ask the questions and I have actually been able to apply this in practice. it was easier to do having had the training”
 - “I actually feel more confident if I have a young person in front of me if they are stressed...I understand how to support them a bit more instead of shying away from it. It is reassuring, I can always refer to the book to say, okay these are the things I can help you with”
 - On average, participants reported good confidence levels following training
 - average score = 8.4 (where 1 was poor and 10 was outstanding)
 - 100% of participants said that the training would have an impact on their work
 - 45% of respondents felt their confidence levels were “much higher than before”

20. **Engagement with Schools:** The Schools Coordination Group is well represented including leads from the Primary and Secondary Teaching Schools and the Secondary Heads Association. There has been good progress to link this work with the In Year Fair Access Panel, looking at key themes and how training might support schools. In addition work has begun to define the wider offer for schools including a named primary mental health worker and termly 'surgery', the digital resources available on the Source website, the School nurse text service, Training – MHFA, Suffolk Needs Met, Online MIND CPD resources and a bespoke training offer for example Attachment Training.
21. **SEND- links to statutory responsibility for producing Education, Health and Care Plans:** It is a statutory responsibility on all organisations to work in partnership to deliver, where applicable, development and production of Education, Health and Care Plans. This responsibility is implicit in the entire emotional health and wellbeing programme of work. In particular, the development of the 'Emotional *Wellbeing Hub*' as a new single point of access incorporating a multi-agency team will need to ensure these responsibilities are met in full, for cases where appropriate.
22. **Waiting Times for NSFT CAMHS:** Waiting time for mental health referrals for under 18 year old first assessment following triage are 4 hours for emergency, 72 hours for urgent and 28 days for routine assessment. All under 18 referrals are seen within 15 weeks standard and performance against this metric is on target at 95%.
23. **Emotional Health and Wellbeing Offer for Schools:** The new 'Suffolk Wellbeing' service went live in September 2016 commissioned by Ipswich and East and West Suffolk CCG's and Suffolk County Council. The service provides a named Primary Mental Health Worker (PMHW) to each school, college and GP Practice in East and West Suffolk.
24. **Engagement with Third Sector:** Academic evaluation (UCS) of the £278K grant funding that was made available to 22 local projects is underway. Interim update to be taken to the Children's Emotional Health and Wellbeing Group in January 2017.
25. **Stakeholder Engagement:** Underpinning the delivery of the children's emotional health and wellbeing plan is the work with our Stakeholder Group which includes representation from young people, parents and carers, schools, VCS, CCG, Health watch Suffolk and NSFT. The Stakeholder Group is led by Suffolk County Council's engagement hub on behalf of the partnership. Young people have also formed a separate group called CAT (Children & young people, Action and Transformation). Examples of collaboration and working with the stakeholder engagement group include;
- Workforce development including developing the training offer with the Extra cm Video, the Ideal Worker and the Are we speaking the same language?
 - The Source website is a good example of where young people, CCG clinical lead, and CYP have worked together to produce accessible and relevant information and advice on specific issues.
 - A workshop with parents, carers and workers on the Behaviour Pathway is the first stage in co-producing a refreshed offer for children and young people with challenging behaviour.

- Contribution to the values and principles underpinning the Hub where the ask of staff is to “be kind and listen, and then show you have listened”
- Views of young people on crisis provision are feeding into the crisis workstream