

AGENDA MANAGEMENT SHEET

Name of Committee

Adult Social Care And Health OSC

Date of Committee

13th April 2011

Report Title

Scrutiny of CAMHS- Progress Report

Summary

This report provides the Committee with a summary of the progress made in implementing the Committees recommendations following the scrutiny review into CAMHS.

For further information please contact:

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Would the recommended decision be contrary to the Budget and Policy Framework?

No.

Background papers

None

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

- Other Committees
- Local Member(s) N/A
- Other Elected Members
- Cabinet Member
- Chief Executive
- Legal
- Finance
- Other Strategic Directors
- District Councils
- Health Authority
- Police

Other Bodies/Individuals

FINAL DECISION YES

SUGGESTED NEXT STEPS:

Details to be specified

Further consideration by this Committee

To Council

To Cabinet

To an O & S Committee

To an Area Committee

Further Consultation

Adult Social Care And Health OSC - 13th April 2011.

Scrutiny of CAMHS- Progress Report

Recommendation

The Committee is asked to scrutinise the progress made in implementing the CAMHS recommendations and make any further recommendations as appropriate.

The CAMHS Scrutiny Task and Finish Group, Chaired by Cllr Martyn Ashford, was established in June 2010, with the following objectives:

- To reduce waiting times for assessment and treatment
- To achieve clarity and a better understanding of the services being provided
- To address inconsistent access to services
- To improve public awareness of mental health issues, particularly within schools
- To understand the right language and terminology used around mental health issues, in order to reduce stigma
- To achieve better outcomes for young people, their families and schools (via clearer access, accurate referral, shorter waiting times)

Following in-depth consideration of a range of evidence that Task and Finish Group made a series of recommendations for improvement, which were endorsed by the Adult Social Care and Health OSC in September 2010 and then by Cabinet. The recommendations were sent to NHS Warwickshire and Coventry and Warwickshire Partnership Trust for endorsement and action. Appendix A provides an update of the progress made in implementing these recommendations.

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Head(s) of Service: Greta Needham
Strategic Director(s): David Carter
Portfolio Holder(s): Councillor Bob Stevens

29 March 2011

Scrutiny Review Implementation Plan – CAMHS Scrutiny Review

Coventry and Warwickshire Partnership Trust responses in normal type
 Joint Commissioner responses in *italics*

	Recommendation	Resp. officer	Delivery objectives/actions	Resource implications	Progress to date
A	That the CAMHS Scrutiny Panel endorses the implementation of CAPA as CWPT's model for redesigning Specialist CAMHS in Coventry and Warwickshire and requires updates to be provides to the Adult Social Care and Health OSC when		Implement CAPA in phased plan across the county Establish process to create clear Job plans of all staff to understand team capacity CWPT is putting a business case to the Joint Commissioners, NHS Warwickshire and Warwickshire County Council during November 2010 to request additional resources to meet the actual demand for our services. Explore thresholds as well as Pathways to facilitate ease of access	To maintain CAPA without the adequate staffing will be a risk and the waiting lists will start to increase again. 1 medical consultant and 4.9 WTE staff under resourced.	The Partnership Trust has begun the process of service redesign using CAPA and this has highlighted the lack of sufficient capacity as compared to the demand. Whilst we are clear that the initial phase of the 'waiting list blitz' is having very positive results on the waiting times, the potential / ability to maintain this without adequate staffing will be a risk and fear that the waiting lists will start to increase again. CWPT is putting a business case to the Joint Commissioners, NHS Warwickshire and Warwickshire County Council during April, 2011 to request additional resources to meet the demand for our services.
B	That CWPT ensures communications between Specialist CAMHS and Warwickshire schools be improved by the following:				
	Providing an information pack to all schools by the start of the new school term in January 2011, that gives clear guidance on the latest procedures, referral processes and other relevant information (such as the right of benefit claimants to claim travel expenses)		Create information pack Share this resource freely Website to be developed for Children, Young People, Parents & Professionals.	Cost for website development and printing £12,000.00	Information pack was created – now in process of amendment due to cuts in Services and Changes to Benefits system.

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<p>Implementing the necessary arrangements for parents/guardians to give permission for case information to be shared with schools (appointment dates, progress of treatment etc). This would allow schools to assist families in attending appointments and implement strategies (as advised by Specialist CAMHS) to support students during their treatment.</p>				
<p>Acknowledging receipt of referrals made by schools within 5 working days and providing an outline of expected waiting times for an appointment</p>		<p>Refer to letter to Councillor Caborn re: implementation of CAPA. With clear Standard Pathways to be developed.</p>		<p>Good progress in South with CAPA which has resulted in clear communication being essential between CAMHS and schools.</p> <p>North Warwickshire to start 1st June, 2011.</p>
<p>Developing greater communication between Specialist CAMHS and schools regarding appropriate strategies that schools can adopt to support students. Specialist CAMHS should check with schools on the appropriateness of any strategy before informing parents that these will be undertaken</p>		<p>Develop & establish communication with Schools.</p> <p>Use established Forums to discuss issues with Schools.</p>		<p>Attendance at Behaviour Panels established.</p> <p>Use of Primary Mental Health Workers to link with Schools implemented</p>
<p>Introducing greater flexibility for where and when Specialist CAMHS appointments should be held. CAMHS staff to agree a preferred time and location with parents and service users, which could be school, community or home settings. This would avoid service users and parents having to travel long distances to appointments and therefore increase the likelihood of attendance</p>		<p>Ensuring suitable venues with both ease of access and providing confidentiality are available. Appointments are already offered in a range of settings however Work to be done to establish the impact of outreach work against the unproductive level of travel time for our staff whilst we are operating under the current level of funding shortfall.</p>		<ul style="list-style-type: none"> • Liaison with Schools for potential Venues. • Scope travel time and Outreach work has begun January 2011.

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	Establishing a single named point of contact within both Specialist CAMHS and schools to ensure all parties know who to contact and how		Duty worker rota to be established PMHW role to take up conduit between universal services and CAMHS CWPT also commits to providing schools with the clarity regarding contact number and hours of operation in order to support this recommendation.	PMHW team to be funded	Duty Rota established and fully functional. Work ongoing with Commissioners re: PMHW Service and an extension to this role.
Communication between Specialist CAMHS and parents / guardians					
C	That CWPT ensures Specialist CAMHS:				
	Provides parents / guardians with clear estimations of waiting times		Letters for CAPA to give clear guidance on time Parents are encouraged to opt in to service and are given a choice of appointments to suit them Standard operating procedures will ensure that Parents are kept informed of progress regularly		Standard Operating Procedures complete and deployed. Standardised letters implemented. South has started CAPA North to Start CAPA June 2011.
	Provides parents / guardians with regular updates on progress of the referral		Correct Information to be gathered at time of referral Clear documentation is vital to this communication element being managed successfully. CWPT commits to reviewing how parents / guardians can be better informed and reminded of appointment Use of ESQ to gain feedback		ESQ has been implemented to gather feedback from Parents and enable CAMHS to feedback performance to Parents & Commissioners.

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	Reviews how parents / guardians are informed and reminded of appointments and introduces the use of SMS and email alerts		Explore with Information how to use SMS for appointments Email Alerts to be explored via IT system ensuring Information Governance is maintained		SMS usage - under review by CWPT IT Department and response expected shortly.
	Pays due attention to individual family circumstances, such as two-household families and non-parental childcare (grandparents, carers etc)				
Referral through CAF					
D	That CWPT and WCC encourage the use of CAF as a referral mechanism, and make arrangements for increased promotion, training and support of CAF within schools		Use the joint working protocol Re: CAF Support referrals being submitted with a CAF and these cases would also be assessed - subject to the standard service thresholds. Regularly review the joint working All CAMHS staff to go on training <i>Increase take up of CAF training by CAMHS staff.</i>		CAF Protocol implemented. Service Co-ordinator monitors CAF Referrals. South Staff CAF Trained. North Staff to go on CAF Training June 2011. Joint Working Protocol to be reviewed. <i>Dates sent out to CWPT of forthcoming CAF training and £20 cost waved for ten staff. Protocol in place.</i>

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Early Intervention					
E	That CWPT and the CAMHS Joint Commissioner place greater emphasis on early intervention. In particular, consideration should be given to:				
	Appointing more Primary Mental Health Workers to provide training and advice on emotional health and well-being within schools		<i>Enhance the current Primary Mental Health provision from 2 to 5.</i>	<i>The budget is £265,000.</i>	<i>Negotiations are currently taking place with Coventry and Warwickshire Partnership Trust with regards to extending the current team to a compliment of 5 PMHW's the outcome will depend on the price that the Trust may provide this for –.</i>
	Extending the Targeted Mental Health in Schools (TAMHS) pilot project across the County		<i>The primary mental health worker element to be expanded – see above. Counselling and group work will depend on the individual commitment and contributions of schools.</i>	<i>TaMHS budget came to an end 31st March 2011.</i>	<i>As above negotiations with CWPT.</i>
	Greater promotion of early intervention services, such as the counselling and therapeutic services offered by Relate, so schools and GPs are aware of the different support available and how these can be accessed		<i>Greater promotion of emotional well being and mental health services through media accessible to Warwickshire young people by 1st April 210.</i>	<i>Resource neutral – CAMHS commissioner and Respect Yourself Team.</i>	<i>Role of Commissioner supported by CWPT. The 'Respect Yourself' website which has previously been about sexual health and teenage pregnancy has been expanded to accommodate emotional wellbeing and mental health. This will go live on</i>

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	Extending the promotion of Kooth.com both to children within schools and to teenage parents via marketing in Children's Centres		As above	<i>Kooth are more than happy to do this free of charge.</i>	Role of Commissioner but supported by CWPT. <i>As above – Kooth is due to be retendered this year, but if they are successful they are happy to re market their services across CC and Schools. Children's Centre packs sent.</i>
Collaboration with partners					
F	That communication and collaboration with partners be improved through:				
	Better information-sharing between Specialist CAMHS and EPS on issues such as assessment and intervention outcomes				Work in progress to ensure closer working relationships.
	Possible co-location of CAMHS and EPS workers				Work on hold due to change in funding for EPS.
	The inclusion of Tier 1 and Tier 2 practitioners on strategic and operational boards				Where appropriate this work is being explored.
	The full involvement of Tier 1 and Tier 2 service providers in the CAPA service redesign				All Tier 1 & 2 Specialist CAMHS (CWPT) involved in CAPA
	The greater use of CAF as a mechanism to share information between relevant partners				Work in progress. Review of Joint Working to include this element.
G	That the service redesign of CAMHS incorporates creative, flexible, technology-based solutions, such as Kooth.com online counselling service		Continue to support the creative approach that online counselling services brings to the access for young people.		This recommendation is one that the CWPT had already organised a meeting with the Joint Commissioners during November in

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			<p>Look to include this element within our service redesign strategy.</p> <p>Build up a business case to map out the cost for investment Options Appraisal / Reprioritising of the plans for our services in order to deliver this objective.</p> <p>This recommendation is one that the CWPT has already organised a meeting with the Joint Commissioners during November in order to address our potential provision of this type of service.</p>		order to address our potential provision of this type of service – To be rearranged
Understanding User Views					
H	That CWPT undertakes a survey of current CAMHS users to understand their views on the current services, and uses this information to inform the service redesign		<p>Introduction of the Care Programme Approach (CPA) into CAMHS Copies of care plans to be shared with families and young people.</p> <p>Continue work on a web based system for children, young people and professionals to access clear information on the service.</p> <p>Provide up to date information, leaflets for families and other users of the service.</p>		Web design complete. Anticipate available June 2011.

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Communication between Commissioners and CWPT					
I	That CWPT provides CAMHS Commissioner with more timely and accurate performance and financial information		<p>CWPT to continue to work hard with the Commissioners.</p> <p>Continuously improve our ability to provide clear and timely performance and financial information.</p> <p>Continue to make significant advances in Information.</p> <p>Commit through our monthly Contracting and Performance Meetings with the Joint Commissioners to address this recommendation.</p> <p>To continuously improve in this area.</p>		<p>CWPT meet Commissioners Quarterly to share information and performance data.</p> <p>CAMHS have achieved all three CQUIN targets set by the Commissioners to date in 2010/11.</p>