

Report to	Health Outcome Scrutiny Committee
Date of Meeting	8 December 2021
Report Title	Rise Children and Young Peoples (CYP) Emotional Wellbeing and Specialist Mental Health Service
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Purpose of the Report

The purpose of our paper is to provide an overview of Coventry & Warwickshire Partnership Trusts response to the Strategic recommendations of the independent review of the Crisis Offer in Coventry and Warwickshire.

Introduction / Background

The impact of the covid pandemic on the lives of our CYP and their families has been significant and enduring. These impacts continue to be felt both locally and nationally. With the drive to return to a more normalised way of life and schooling in the latter parts of 2021, CYP and their families are experiencing the emotional and mental health wellbeing challenges brought about from 18 months of disrupted education and socialisation.

During the pandemic the Coventry and Warwickshire Emotional Wellbeing Board for Children and Young People commissioned an independent review of the Crisis Offer. The aim of which was to draw engagement from children and young people, families and other agencies, to inform the future crisis offer given the unique experience of the pandemic.

The report provided the following system recommendations:

- **Whole system transformation and leadership**
- **Development of a whole system trauma informed approach to CYP mental health and wellbeing**
- **Enhancing the current crisis service**
- **Building the preventative offer.**

The recommendations from the independent review are recognised by the Coventry and Warwickshire Emotional Wellbeing Board for Children and Young People and the Silver Command Group for Children in Crisis as being beyond the remit of any single agency to implement. As such these will be taken forward by the newly formed Children's Integrated Health and Care Programme Board, under the chair of Nigel Mimms from Warwickshire County Council.

Coventry & Warwickshire Partnership Trust have continued to deliver a comprehensive service offer, leadership and service transformation. These developments are described in

this report for their contributions to the system recommendations and the health and wellbeing of children, young people and their families.

Whole System Transformation & Leadership

The local and national picture would suggest there is an ongoing impact from the pandemic being felt by our CYP in our communities. We have seen significant pressure on our CYP, and the consequence has been the increase in both numbers of CYP presenting in crisis under the Emergency and Urgent pathway as well as an increase in the complexity of the presenting needs. This requires a joined-up system approach.

CWPT have been at the forefront of the actions taken to unite the system in the face of these current pressures. A role has been recruited to that provides CYP transformational leadership which has enabled CWPT to lead in the development of key structures essential to unite all agencies in this area of work.

Within the West Midlands Region, we are the only system to have developed and agreed set of Guiding principles across all agencies (Acute Hospitals, Mental Health, Local Authority, Clinical Commissioned Group and NHS England). The NHSE clinical network have recognised our system working as an outstanding example.

This system working has supported a joined-up approach to enable safe and effective care under the Emergency and Urgent pathway. CWPT lead the daily multi-agency system call to support the flow of children who are in our paediatric beds with emotional and mental wellbeing difficulties.

CWPT are hosting an agreed Multi Agency Dashboard which is contributed to by Acute Hospitals, Children's Services, and Mental Health. This type of data dashboard is not typically seen in systems nationally but, will help us develop rich intelligence to support our system understanding of the needs of CYP presenting in crisis under the Emergency and Urgent pathway.

The first phase of this work went live in July 2021, with a more detailed development due to progress in January 2022. All agencies agree the data that will follow from this will support the development of care across all parts of the system.

Intelligence from established data shows the number of CYP presenting under the Emergency and Urgent pathway of care for Crisis intervention is increasing. In 20/21 data shows the number of referrals to the crisis team being 1432 which is 43% greater than the anticipated demand agreed with commissioners in Nov 2020 and is more than 100% more than the original commissioned intentions of 2019 when the service was established. The multiagency dashboard is however able to lead into a greater understanding of the increasing complexity.

The detail provided on length of stay is an example where the multi-agency dashboard and system working allows agencies to drill further into this cohort and inform on how to respond.

Total number of Rise Crisis assessments across the community and hospital between 1st July 2021 to 19th November 2021 equals **475**.

313 have been assessed on an Acute Hospital Paediatric Ward, of which 86% of all were assessed by the crisis team and discharged from the acute hospitals care within 48 hours.

Only 3.1% of the CYP admitted during this period had a length of stay (LoS) exceeding the mean of 7 days. It needs to be noted that LoS does not equate to not having a crisis assessment.

During this period there was a total of 27 CYP whose LoS exceeded 7 days the reasons for this were:

- 7 YP awaiting a Tier 4 admission
- 7 YP awaiting a Children's Services placement
- 13 YP required enhanced multiagency working and/or progressive reviews due to complex needs needed for effective support and risk management.

As a result of being able to isolate this information we have sort to bring the transformation care representatives of the CCG into the multi-agency group, as well as building further direct links with NHSE and the new tier 4 bed collaborative to ensure we expiate admissions and discharges.

Building the Preventative Offer & Development of a Trauma Informed System

In the following sections key developments and contributions to the preventative offer and supporting a trauma informed approach are detailed. These initiatives are across the whole spectrum of CWPT services.

Access, Engagement and Digitisation

Continued access and support is key to the strategic aim of developing a preventive offer, seeking to address CYP difficulties at the earliest opportunity.

CWPT Rise Mental Health service for Children and Young People have continued to accept all referrals for our CYP across Coventry and Warwickshire during the pandemic.

Working with NHSE/I, commissioners and system partners, CWPT have supported the growth in the system wide access rate. The required target set nationally is 35% however the current system performance is recorded at **37%**.

Access and engagement within the Rise mental health service is a priority. A pilot at the start of the pandemic of a dedicated team who undertake all the assessments and necessary liaison work to support the CYP and their family at that first contact was so successful this has now become a permanent team. This has made the process leaner to benefit the CYP and their care.

The covid pandemic has enabled a technological change in all systems not previously envisaged. The use of video calls on an appropriate system has been used both in terms of care delivery to the CYP and their family as well as for the system around the child e.g., Child Protection Strategy Mtgs, Care Education and Treatment Reviews, Clinical Care Reviews, Multi agency planning meetings.

Digital transformation is key as we reimagine our services, restoration in care delivery will see us take the benefits of the digital world, reaching CYP in extended hours and weekends, offering 24/7 interactions and providing instant support in a range of ways informed by the view of the CYP and their families.

CWPT are proud to be part of the NHS Global Digital Exemplar programme. This has expanded the range of the digital offer, currently in trial is a platform called Panacea, built from a clinical perspective rather than a video conferencing platform, it enables the work that would have been completed in a physical room with a CYP, to be completed digitally.

CWPT and Rise see the digital services as an enhancement of the offer and does not replace face-to-face support.

The Rise website is used to ensure there is up to date information for CYP, parents and professionals to access. Included in this is the relaunched Dimensions tool which continues to offer self-care, guidance, and advice for CYP, their families and professionals.

Early Help, Schools and Prevention

The Primary Mental Health Team (PMHT) embedded into our Early Help offer within Rise has adapted their training and workshops to meet the needs of the professionals they serve. Prior to the pandemic schools attended face to face training – this valuable approach was adapted to be offered online both in range of webinars and e-learning. The ability for teachers and educational staff to access the valuable training and workshops in a more flexible way has enabled the offer to still be delivered. The importance of adults working around the child having skills awareness of mental health conditions such as anxiety cannot be understated.

Parent and teacher consultations continue to be part of the Primary mental health team offer which supports the adults around the child to recognise early signs of emotional need and make recommendations to support.

1. Number of Parent and Professional Consultations over September past year 2020 to date 2021		
Area	Number of Parent Consultations	Number of schools visited for Professional Consultations
North Warwickshire	78	15
Nuneaton & Bedworth	89	23
Rugby	93	32
South Warwickshire	141	41
Total	401	111

Partnerships with Local Authority Early Help have used during the pandemic with an acknowledgement of supporting the family no matter which door they arrive at for early help care. There is currently a pilot of joint consultations with Primary Mental Health and Early Help support workers which are already seeing positive results. Amongst the partnerships with PMHT, the team have a joint working agreement with COMPASS

substance misuse where there is shared approach for CYP who present with both substance misuse needs and mental health.

The Recovery academy and PMHT have joined resources to be able to offer additional sessions for those that enrol for Emotional wellbeing sessions, to get access to support topics for CYP such as Anxiety in younger children, Anxiety in older children, Emotional Regulation, School Refusal, Self Esteem and Self-Harm.

Within Warwickshire we were fortunate to be part of the first pilot of Mental Health Support Teams in Schools (MHST) in south Warwickshire in 2018/19. We have continued to work with NHSE and support the roll out of the National programme to increase the mental health support in schools. Currently we are in the process of developing further two MHST being rolled out in the Nuneaton, Bedworth, and North Warwickshire area.

The Mental Health in Teams schools are reaching out to CYP in dedicated schools to offer low intensity mental health, whole school approach and upskilling of the dedicated mental health leads nominated by each school. This programme is collaboratively delivered with schools and offers an Evidence based early intervention programme with the aim of reducing the longer-term mental health difficulties that have been seen in our CYP.

NHSE clinical network have recognised our MHST approach as a trailblazer service for the diversity of roles in workforce, the achievement of positive outcomes for CYP and engagement with schools. It has been recognised and supported in a national celebration event with NHSE.

Audit analysis that each MHST undertaken with each school allowed the teams to identify the need for early trauma interventions. Working with NHSE to gain agreement to diversify, the MHST are now developing an Early Trauma pathway including Eye Movement Desensitisation and Reprocessing (EMDR) approach.

Rise are continuing to work with Commissioners and Place Teams and have recently engaged with Rugby Place at Westside GP and South Warwickshire Place at Lapworth as they develop their response to supporting CYP and their emotional and mental health care.

CWPT continue to work with CW MIND as part of the Rise Contract, this is ongoing example of unification of the voluntary Sector and the NHS to enhance the system wide offer.

As part of the Rise contract, CW Mind has continued to provide a range of group and 1:1 interventions to children and young people with low to moderate level of emotional wellbeing needs. The service mobilised over to a digital platform during lockdown and this offer is continuing alongside face-to-face support.

Children and young people can access a 6-session 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. The Big Umbrella programme has also been delivered digitally and has now returned to face to face to encompass assemblies, class workshops and 1:1s.

Face-to-face groups have recently returned, and these are being offered across venues in Warwickshire in Atherstone, Rugby, Lillington and Stratford-upon-Avon. Nuneaton will also have face to face groups returning in January 2022.

1:1 face to face sessions have been made available for children and young people to support those who struggle with access to digital platforms to cater for all needs. Counselling support has also continued during Covid via an online virtual platform and has now transitioned back to face to face.

CYP specific social media channels have also been created to offer signposting information, promoting wellbeing, as well as creating social media campaigns in line with national initiatives including children's mental health week; time to talk day; self-injury awareness day; red nose day; autism awareness day & week, mental health awareness week, with further campaigns being planned for the rest of the year.

CW Mind have provided a various online CYP engagement events to ensure the voice of the child is gathered and used to inform service delivery.

CW Mind have also developed a resource pack, self-help booklets 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 and beyond and are still accessible via our website.

Pre-recorded webinars were also produced and are accessible to children and young people on the waiting list for our service. This has been in place 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 and were updated again in preparation for children and young people returning to school in September 2021 and disseminated to all schools in August 2021, as well as being available directly via CW MIND website.

There is continued support Children Looked After (CLA) most Counselling and Primary Mental Health sessions have now returned to face to face within Schools and CWMind venues. Some young people prefer online so this has remained in place as an option of support.

Parent and Child Attachment through Play (PCAP) Groups and Attachment Groups are running for Parents and Carer's throughout the year. Creative expressions Groups are running for children aged between 5 and 10, and various group interventions have been trialed for 11-14yr olds. Training for Social Workers and Foster Carers has also been developed and will be available in the new year.

CW Mind provide Consultations for Carers, Parents and Social Workers. We also have information packs that we personalise for families on Attachment Theory, Anxiety, and useful numbers and websites that can be accessed for young people, Carers, Schools, Adoptive Parents for those on our waiting lists and during direct access to the service.

Enhancing the current crisis service

The original Rise CYP Crisis and Home Treatment Service that was modelled during 2019 was based upon capacity modelling of 600 referrals for a crisis assessment over a 12 month.

The additional growth in demand and the additional of a 24/7 Crisis line saw additional investment to support up to 1000 episodes however demand as detailed in point 3.7 shows the demand was beyond the commissioned capacity of this team. This has resulted in further investment to develop this service in 21/22.

The resources to increase the Rise CR/HT staffing has been welcomed by CWPT however the ability to recruit and retain is a challenging situation both locally and nationally.

To ensure responsiveness for CYP in crisis it continuous to be necessary to utilise clinical staff from the Core Specialist MH Teams in Rise. Currently staffing gaps include Consultant Psychiatry, Specialist Mental Health Practitioners, Professional Registered Nurse or Allied Health professional and Community Support workers.

Positive workforce strategies have been implemented with 2 Local Authority Social workers seconded into the Rise CYP Crisis team to enable a multi-agency approach. This has been recognised as an innovative approach in CYP MH. The Rise CYP Crisis team also has an Advanced Non-medical Prescriber which supports the need of diagnosis and requirement for medication support.

Additional support to the crisis offer has been maintained with the development of the Think Family Outreach Team (TFOT) that enhance the current teams under the Crisis umbrella and Eating Disorders.

The TFOT support the young person at their point of crisis and support them and their family in their journey:

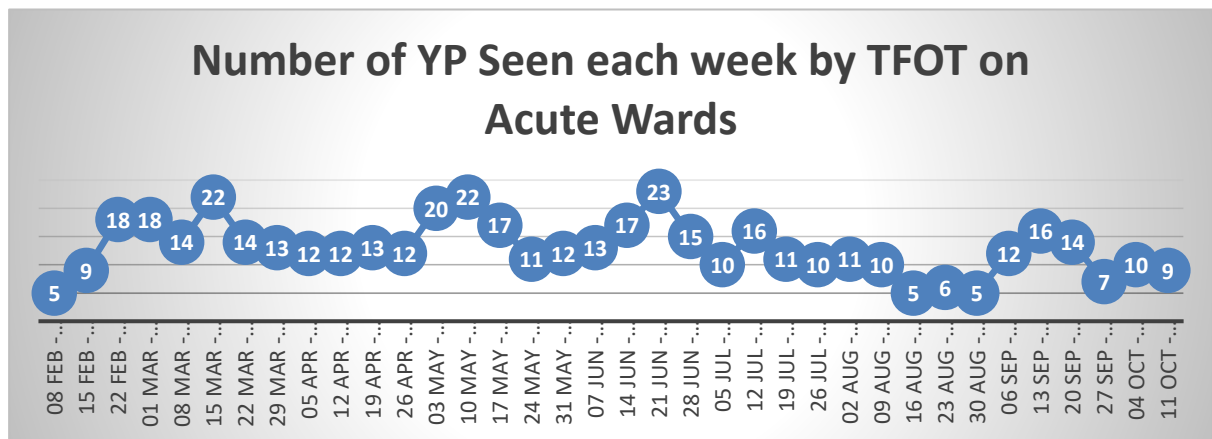
- Provide support on Paediatric wards at UHCW and Warwick Hospital – both individual and group work
- Work in conjunction with Rise CR/HT to develop the ongoing package of care
- Specific work within the Rise Eating Disorders Team
- Deliver Emotional Regulation Packs to young people (for clients at risk of going into crisis) 4-week workshop
- Deliver Emotional Regulation packs to parents (for clients at risk of going into crisis) 4-week workshop
- Workshops on Mindfulness, Anxiety, Depression, Healthy relationships, and self-harm for young people
- Workshops on Mindfulness, Anxiety, Depression, Healthy relationships, and self-harm for parents / carers
- Check in calls with family for those YP who are hard to reach (holding them in mind)
- Development of psycho education packs for y people
- Goal Based intervention / 1:1 Cognitive Behavioural Therapy (CBT)
- Signposting
- Supportive phone calls to young people and parents
- Link in with other areas of support that is personalized to the family's needs (whilst open to TFOT)
- Liaise with other agencies (whilst open to TFOT).

Since the conception of the TFOT in late Feb 2021 to then October 2021, the TFOT have had contact with **411** young people and their families to offer our interventions.

The TFOT have offered out support to **236** young people and parents at both UHCW and Warwick hospital.

The TFOT have offered **175** young people and parents support in the community.

We have on average between 30-50 open cases at one given time and tend to have people open for around 4-6 weeks.



Continued development of the offer to support the restoration and strategic aims

We acknowledge the Covid pandemic has impacted our responsiveness in some of our core functions. We have though during the pandemic continued to maintain contact with all our CYP who are waiting for interventions.

To support our CYP while they wait within Rise, we have developed a Waiting List Team which consists of a skilled waiting list manager, administrative team and clinician oversight. This team meet weekly to review the waits and link with the Core services to ensure where capacity exists patient flow continues. There is a duty line where the CYP and their family can call if their circumstances have changed so we can consider offering reviews and support. It is important to us that the CYP and their family feel helped and have a connection with the service. This team can do this in a responsive way.

We have reviewed our clinical evidence-based pathways in line with the covid restrictions and the blended digital offer. There are several clinical interventions that have been easier to translate into a digital face to face offer. CBT (Cognitive Behavioural Therapy) is a good example of this. CBT is the largest intervention we deliver within specialist mental health as it supports the majority of our CYP Mental Health presenting needs of mainly anxiety and low mood. CBT can be delivered as a sole intervention or in collaboration with other approaches and support. Healios is one of our partner agencies that have also been able to offer this additional intervention to release capacity in the Rise clinical team allowing us to focus on more complex cases and priority.

Clinical intentions that have been less able to be transferred to a blended model are those with a psychotherapy need. Often these interventions depend on understanding more of the child's behaviour in the room and reactions. As a result, this intervention has resulted in longer waits and we are working hard to increase capacity to manage this.

The clinical leadership team are currently reviewing evidence-based practice of using an Emotional Regulation approach. The approach suggests that implementation of such an intervention is designed to assist children and young people to adopt skills that they can apply flexibly and appropriately in contexts that present challenges to them. We know that CYP who present with a “mood” difficulty are vulnerable to ‘downward emotional spirals’. Integration of cognitive controls and healthy emotional systems such as Emotional Regulation approach can positively affect how children experience, express and regulate emotional responses.

Workforce recruitment has been a challenge and we are constantly working with the system to look at ways to recruit to specific posts. The local picture very much mirrors the national one, with a shortage of qualified clinicians such as nurses, psychologists, and psychiatry.

We have been able to utilise Health Education England programmes to train new clinical staff and have also worked alongside our colleagues in Coventry University to review the post graduate CAMHS module offered to mental health staff that need to expand their Child and Adolescent knowledge. We are hoping this investment will lead to more successful recruitment.

Further service transformation to support the strategic aims

There is ongoing national commitment of transformation of services and the following developments are all part of local developments taking place to develop the offer to children, young people and their families.

Development of a Crisis line evolving from the covid 24/7 crisis line currently in place. We are currently scoping the sustainability of a crisis line offer for our CYP across Coventry and Warwickshire alongside the direction from NHSE of being connected to 111.

Expansion of Cognitive Behavioural Therapy (CBT) workforce and offer. This will include expansion of the Rise CR/HT workforce and capacity for coordination, liaison, and brief intervention. To deliver a Cognitive Behavioural Therapy (CBT) team for rapid access to CBT interventions.

Implementation of the remaining Mental Health Support Teams in Schools for Nuneaton and Bedworth this year, with further expression to grow services in other areas.

Expand Think Family Outreach Team with ongoing funding to enhance the Crisis offer and support CYP during a vulnerable period.

Development of a pathway of support for Avoidant Restrictive Food Intake Disorders (ARFID). The project outcomes are to scope the range and prevalence of ARFID disorder on the Coventry and Warwickshire population, design a clinically appropriate multi-professional model for the assessment and formulation of ARFID cases, agree the scope of interventions for the delivery of ARFID and finally engage, recruit, contract a workforce to deliver the defined assessment and intervention support.

Development of an Intensive home treatment support for Eating Disorders service.

Expansion of the Rise CYP Eating Disorders service including an offer for 18-19 years.

Summary

CWPT have, through the Trust leadership and the Rise CYP Mental Health and Emotional Wellbeing services, continued to develop and lead in line with national developments and in support of the strategic recommendations of the independent review of the crisis offer in Coventry and Warwickshire.

Warwickshire Health Overview and Scrutiny Committee are asked to acknowledge the content of the report and the considerable work frontline staff, clinicians and leaders have given to provide and develop these services during a time of such national demand on the NHS.