

# CYP Scrutiny

## June 2021

# Emotional Wellbeing and Mental Health – Covid Response

## Croydon

# CYP Emotional Wellbeing & Mental Health Summary

- Commissioning for Croydon children and young people across CCG and LA
- Joint funded contracts for VCS and across CYP and Adults and SLaM NHS Trust as CAMHS provider
- Referrals received through the Single Point of Contact (SPOC) since 2020
- Mental Health Investment Standard for CYP - £960k from 2020-2022
- Key transformation areas:
  - Transition from CYP to Adult services
  - Crisis Care
  - Waiting time initiatives
  - BAME community outreach
  - NDT Pathway
  - Tier 2 Locality Support and primary care links
  - Digital development – SLaM and VCS

# Croydon CYP Mental Health Offer

## **Commissioned provision in place to increase access and reduce waits;**

- Croydon Drop In – VCS Tier 2 support
- Off the Record – VCS Tier 2 support and counselling
- South London & Maudsley Mental Health Trust (SLAM) CAMHS
- National Society for the Prevention of Cruelty to Children (NSPCC) – Emotional wellbeing support for sexual abuse and assault
- Mental Health Support Teams (MHST) in schools: Trailblazers
- Kooth – online support and 1-1 counselling

## **Service Support offer for Children & Young People**

- Counselling, online access, group work
- Workshops, information and support campaigns.
- Outreach to BAME ‘hard to reach’ young people
- Regular contact maintained through flexible virtual and phone appointment
- 24/7 Crisis Care Helpline and Liaison service for advice and support to parents, carers and young people to access.
- Early Emotional Support for CSA
- Social media campaigns and webinars.
- Increased digital appointments.

# Response to Covid

## Off the Record (OtR)

- Closed buildings to face-to-face support from first lockdown and after a brief pause to re-organise, re-started all services offering remote mental health support through telephone, video or online services
- Expanded capacity in the existing text-based online counselling provision which was able to continue unaffected by lockdown
- Moved all face-to-face counsellors to working remotely from home, maintaining full service capacity
- Started screening calls to all 900 young people registered with our young carers' service
- Maintained telephone contact with all young refugees known to the service
- Created website sign up for counselling. **After initial drop in new referrals for counselling, self-referrals are now higher than pre-lockdown levels particularly in online counselling service.**

- Significant expansion of resources and social media work through extension of staff hours. Created 'Coping with Covid-19' resource hub for YP on OTR website with news, events, competitions, written, video and audio resources including resources in community languages
- Started new Saturday Support service with direct access to counsellors on Saturday mornings
- Re-launched interactive online webinar programme for young people on Covid-related topics (Over 20 webinars delivered in partnership with Croydon Drop In staff)
- Established bi-weekly 'Have Your Say' consultation sessions with YP
- Online workshop programme for parents of Y6 children worried about transition to secondary school. Extended service offer was delivered to support secondary age students across exam results period

## Croydon Drop In

- Since the suspension of face to face services in March all delivery moved overnight to phone/online
- Main Issues: anxiety, low mood, loneliness, family relationships, self-esteem, suicidal ideation, panic, anger and sleeping difficulties
- Outreach & Talkbus – Community workers reaching into Primary and Secondary Schools, Sixth Form and FE Colleges and community settings offering information, advice, guidance and informal health education to over 5,000 local people every year. The training portfolio includes: Sexuality and Gender Identity, Healthy Relationships, Personal Safety, Sexual Health Contraception and STI's, Staying Safe, Alcohol and Substance Misuse, Smoking Awareness, Self-Esteem, Stretched Not Stressed and Choices & Consequences.
- Shpresa and Young Londoners Fund work continued throughout.
- Set up 'Virtual' Talkbus with a daily helpline **07592 037823** Concern for Children Looked After and young refugees being re-traumatised through enforced containment.
- Referrals dipped in first 10 weeks and then showed a rise as the lockdown eases
- Set up **Care For Croydon Collective** – fortnightly webinar for practitioners to share good practice

- Completed a community-based art project online ‘C-19 Into Tomorrow’
- Established a weekly online Staff Forum which is proving crucial to be able to offer colleagues opportunity to meet and talk.
- Young People’s Participation group meet weekly to design ‘life story’ clay pots, make music and for peer support.
- Croydon Drop In works with Youth Access to deliver Equal Access in Mind (EAIM) as part of a 2 year project. EAIM aims to tackle rising mental health need in young women aged 16-25, particularly from BAME backgrounds experiencing violence and/or in insecure housing. Counselling, outreach, advice and groupwork interventions are delivered.
- EAIM counselling delivery increased, outreach activities continued and group work sessions were able to resume with the new online Sexuality & Gender Identity Group. 50% of young people accessing EAIM were aged between 16-18
- New Sexuality & Gender Identity Zoom Group for young people started. The aim is for this group to be peer led and be a safe space for young people 13 + that wish to support each other, share experiences and talk about all aspects of the alphabet, hence the title ‘Sexuality and Gender Identity’ as opposed to LGBT+.
- Counselling in Schools experienced an increase in referrals received and sessions offered during quarter 3, with a reduction in DNAs. Anxiety and depression were the highest presenting issues, as well as family, self-esteem, friendships and self-harm being main concerns.

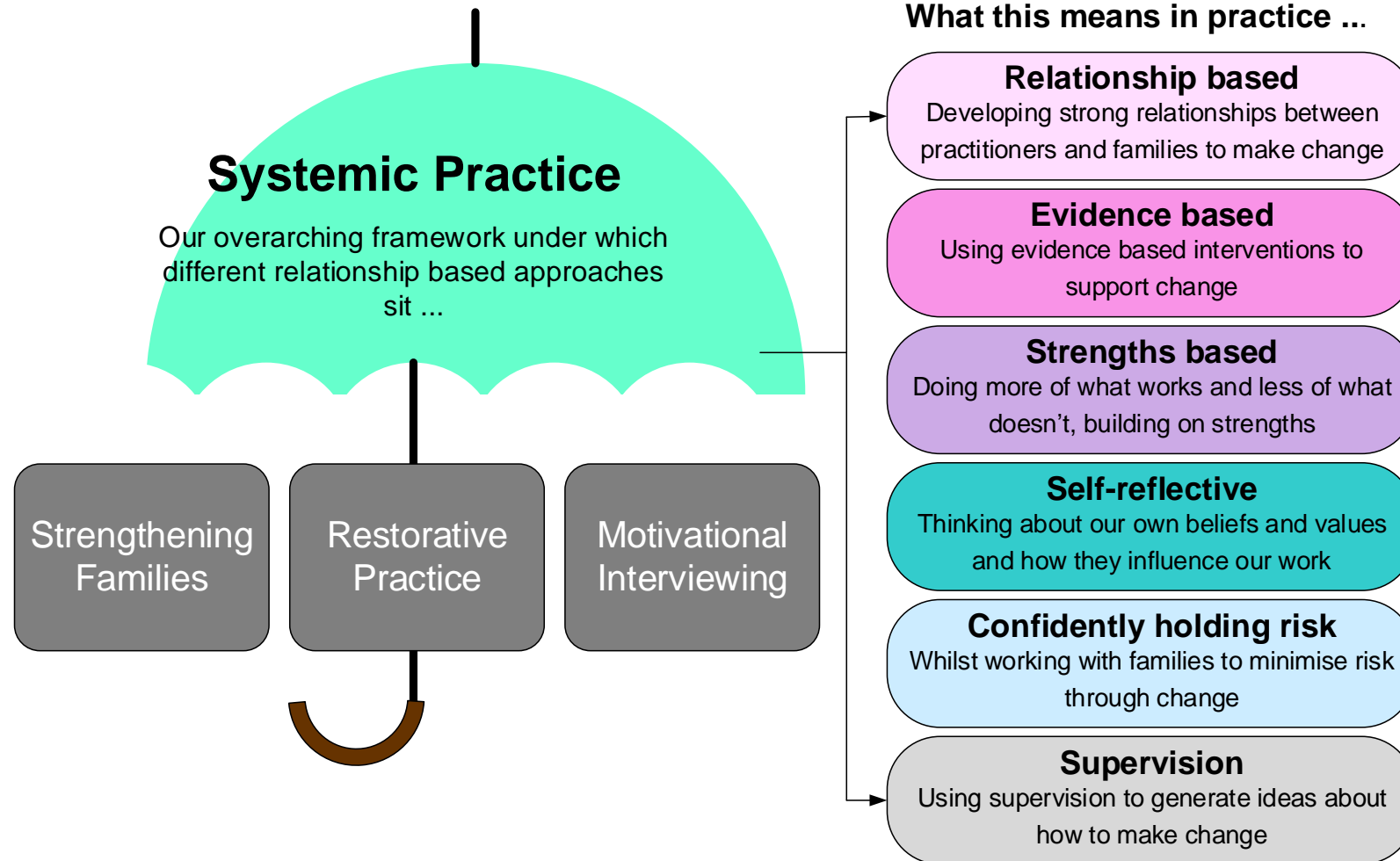
## SLaM CAMHS

- Remote assessment and treatment is primary mode of delivery. This has been accepted by the majority of families and has enabled continued contact with CYP already on caseload / waiting list.
- Remote means telephone, text, chat, video calls, often a mixture of these - whatever the child/young person has been able to engage with.
- Face to face appointments offered again now in office , hospital or home if necessary – for routine and urgent
- Incoming referrals continued to be triaged in the SPOC ( joint single point of referral with social care) which has continued operating remotely. Referrals which were urgent or complex and in need of attention to avoid deterioration were accepted and offered appointments.
- During lockdown, CWPs and EMHPs continued to provide services insofar as possible, including providing materials for schools
- EPEC (Empowering Parents, Empowering Communities) providing materials for parents and professionals, free on social media
- Referrals which were able to be dealt with via signposting to online resources or VCS were signposted rather than adding them to the waiting list.
- Learning taken from Covid, continuing with the remote offer as an option for young people and families



In House Social Care EWMH Offer

# OUR PRACTICE FRAMEWORK



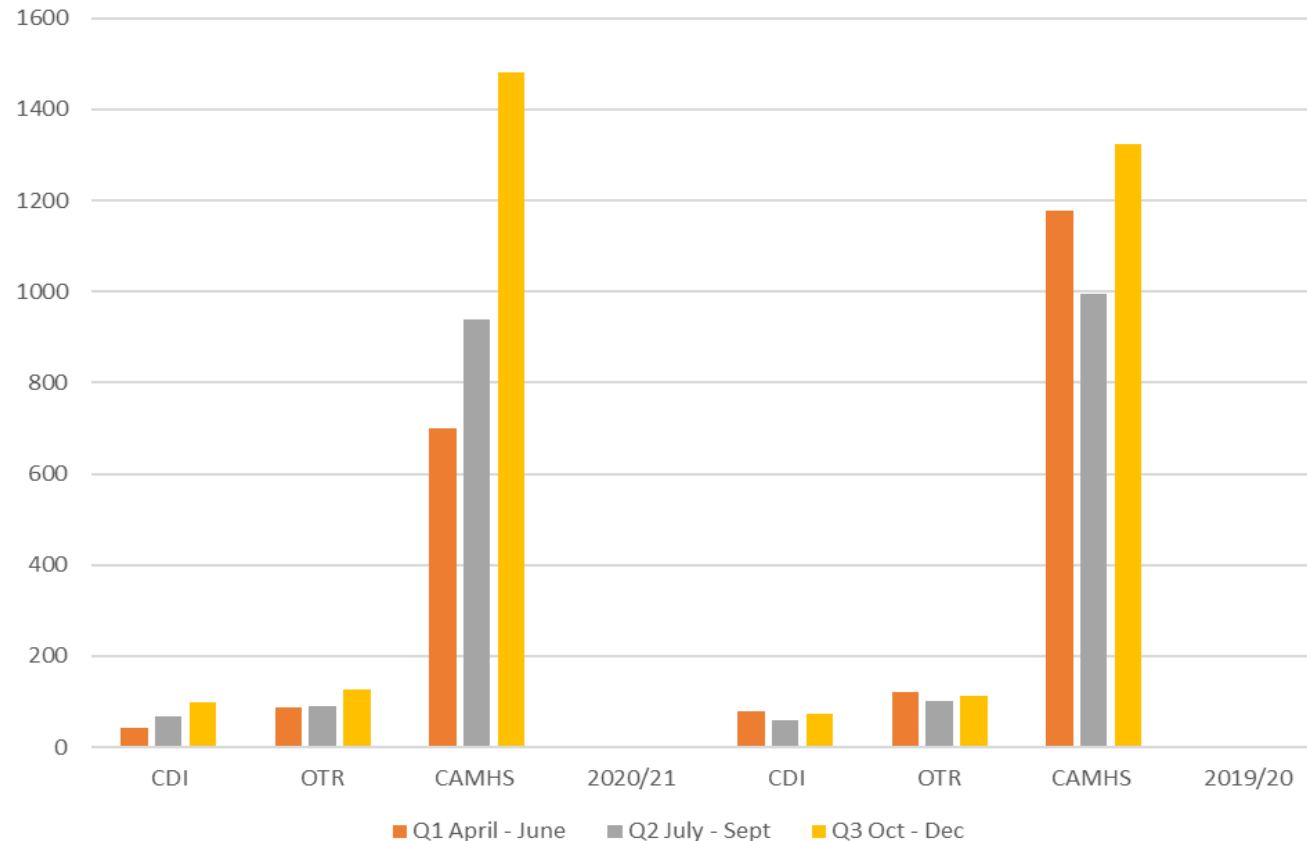
## What the clinical service looks like and who is located where: -

- **Nana Bonsu** - HoS of Systemic + Clinical Practice
- **Hendrix Hammond** - Lead Family Therapist, Course Lead and SWWFs
- **Henri Haizel** - SWWFs
- **Jennifer Lee Yuk Cheung** – EHS
- **Ben Hoskins** - SPOC
- **Kieran Day** - Adolescent and EoC
- **Vikki Taylor** - CLA
- **Prabashny Pillay** - CLA
- **Orla Jordan** - CLA
- **Neesha Honmong** – YOS
- **Lee Avery** - Adult mental health and substance misuse specialist

- Our primary offer is providing consultations to our social care colleagues to support them in their clinical work
- Short term direct work with children, young people and families
- Network support to carers and professionals
- Training to CSC and EH colleagues (e.g. systemic practice, skills workshops, trauma and attachment training, self harm and suicidal ideation)
- Attending and co-facilitating group supervision
- Partnership working alongside other agencies e.g. CAMHS, YOS.

# Data and Performance Snapshot

No. of Referrals Received



- Graph shows pattern of referrals across 19/20 and 20/21
- Main referrals for Emotional Wellbeing and Mental Health services were received from GPs, Schools and through the Single Point of Contact (SPOC).

# Children & Young People Mental Health Five Year Forward View Mental Health

## Equivalent standards to physical health:

- Tackle long waits for treatment: ensure that access to service is timely
- Reduce the treatment gap: increase the number of people accessing treatment
- Embed NICE-concordant care in all areas: ensure that services accessed are evidence-based, clinically effective, safe and recovery focussed

**National target for the NHS** of reaching at least 70,000 more children and young people annually from 2020/21 is expected to deliver increased access

## NHS Access

1:10 children & young people may have a significant mental health need and access support or treatment to address a mental health or emotional wellbeing need.

**NHS Access Target** percentage is

35% of Croydon's prevalent estimated total of 8,855 individual children and young people aged 0 – 18 with a diagnostic mental health condition or need.

2020/21 Target is 3,100 – access will be approx. 3,098 based on April-Dec 2020 data

# Performance and Targets

## Local Waiting Times

- 8 weeks average waiting time from assessment to first contact for CYP to access services.
- 11 weeks waiting time to second contact.
- Average wait for CAMHS first assessment is **16.68** weeks
- Waiting time for a Neurodevelopmental assessment is currently up to 81 weeks.

## Children and Young People Access

**2338** CYP accessed services from SLAM, Croydon Drop In and Off the Record from April to Dec 2020.

Compared to **2375** over the same period in the previous year 19/20.

Anxiety and depression were the highest presenting issues, as well as family relationships, self-esteem, friendships and self-harm being main concerns.

**Children and young people experiencing a mental health crisis will be able to access the support they need:**

**Through NHS 111, all CYP experiencing crisis will be able to access crisis care 24 hours a day, 7 days a week**



## CAMHS service standards and progress

- Monthly and quarterly performance and data report submissions by providers to commissioners.
- Quarterly performance monitoring meetings, also review quality and safeguarding.
- Key performance indicators and target reviews.
- Engagement through events, webinars, annual general meetings, feedback, updates, consultations, information mailings, etc .

# 4 Week National Waiting Time Pilots for Mental Health Support Teams (MHSTs).

## Waiting Time Initiatives (CDI)

- Increased counselling capacity for CYP under 18. In response to steadily increasing referrals and impacting waiting times from the pandemic.
- Young People's weekly participation group
- Digital development
- Online support for Parent/carer group
- 'I'm Fine' information booklet guide for parents.
- Reach to Teach **30 free support packages** offered to 30 Croydon Primary Schools for teachers to work with pupils with challenging behaviour, putting them at risk of exclusion. These resources are for staff who would like to enrich their approach in enabling pupils to settle to learn, and to be able to share the impact of the work they are doing.

## Waiting Time Initiatives: Staffing Resources (SLaM)

- 1 x specialist NDT post to increased neuro-development assessments
- CAMHS Crisis care - Mainstreaming of a part time Consultant Psychiatrist & 1 x new staff member, delivering consistent consultant psychiatric cover & increased capacity to meet increasing demand in ED and community
- SPOC – Band 7 practitioner and Band 4 Administrator posts to lead and support the EWMH referral process within the Single Point of Contact (SPOC).
- 1 x Transitions Worker (employed by SLaM to work across the Voluntary Sector and CAMHS) to support exit planning, or transition to adult services
- Part-funded SLaM CAMHS Transformation Manager

## Waiting Time Initiatives (OTR)

### Digital development Counselling services

- online and face to face counselling service offering text-based real-time or message-based counselling with qualified online counsellors to meet increased demand during Covid19.

### BAME Service capacity

- Offers innovative mental health outreach work to BAME CYP through a Community Development Worker and service to increase capacity.

### Additional data and reporting capacity

- Increase capacity from 2 to 3 days pw for monthly data submissions to NHS Digital.

### Young Carers mental health post.

- Funding of a 4 day Young Carers Mental Health Worker post, currently by BBC Children in Need for the last 9 years.

### Other Croydon EWMH Developments

- **Single Point of Contact**
- **In-house Emotional Wellbeing and Mental Health Clinical Service T2**
- **ASD and Challenging Behaviour Support**
- **Transitions Pathway**
- **Communications Strategy**
- **ASD/ADHD Diagnostic Review**



# Trailblazer Programme and Schools

Working as a partnership to expand the current Trailblazer programme in line with Local Transformation Plan and Spending review requirements and opportunities to advance mental health inequalities.

- **Existing LTP requirement:**
- In selected areas, continue to deliver Mental Health Support Team (MHSTs), offering evidence-based interventions and building to at least 20% - 25% coverage of school population across the country by April 2022.
- **Spending review requirement:**
- Increase the number of new teams established in 2021/22 to 112 from 104 with funding targeted to specific sites. This brings forward the LTP ambition achieving 20-25% coverage by April 2022 and exceeds the existing trajectory to ~35% coverage by April 2024.
- **Opportunities to advance mental health inequalities**
- Sites delivering MHSTs will need to provide a summary of how they have addressed and promoted health inequalities as part of their roll out plans
- Ongoing reporting and monitoring will focus on activity, experience and outcomes of patients with protected characteristics (including age, ethnicity and sexual orientation)
- The early intervention/ immersive model of MHSTs is a unique opportunity to support groups more at risk of poor mental health (LGBTQIA+ , BAME, Children in care etc) and encourage people to come forward early for mental health support

Croydon has 211 schools - 116 primary, 51 secondary and 44 post 16 to 18 schools/colleges.

- Croydon's Mental Health Support Team (MHST) Trailblazer currently has 30 schools in the programme broken down as follows;
  - Wave 1 cluster 1 – 15 schools (5 secondary, 9 primary and 1 special school).
  - Wave 2 cluster 2 - 14 schools (3 secondary, 10 primary and 1 special school).
  - Wave 2 cluster 3 – Croydon College is one the Further Education colleges in the South West London 6 borough wide collaboration.
- Funding for a third team to extend coverage to sites not in the current trail blazer programme is being considered. The focus will be on the impact Covid19 has had on CYPs emotional wellbeing and mental health and address the mental health inequalities that have arisen.

# ASD/ADHD CYP Diagnostic Review

- Undertaken a diagnostic and assessment review in 2020
- Reviewed national best practice, guidance, models for delivery, value for money
- Current provision across CHS (Under 5's) and SLaM CAMHS (5 to 18's)
- Identify short term improvement plans (reduce waiting times) and long term re-modelling
- Address the long waiting times for Neurodevelopmental assessment currently standing at 62 weeks, through a review of the current pathway and model change.
- Remodel to ensure flow through the system – correct level of intervention and assessment at the right time
- Next Steps: Finalise multiagency model across the partnership, undertake demand/capacity calculations, and complete business case for funding

# CAMHS Re-modelling

- Undertaking a remodelling of CAMHS in line with demand and transformation
- Elements informed by the new ASD/ADHD pathway
- Developing the digital offer with a focus to reduce waiting times
- Funding bids submitted around CYP Community and Crisis offer with a focus on eating disorders, crisis pathway and transition
- Demand and Capacity work needed to set realistic sustainable levels
- Continued development work with LA around SPOC EWMH access and support
- Looking at the wider offer for CYP in Croydon in line with CAMHS i.e Tier 2 and above offer and workforce development

## Challenges and Opportunities

- Budget not meeting demand – MHIS opportunities for improvement but needs to be sustainable
- Funding bids for Spending Review submitted £900k – CAMHS Remodelling, Eating Disorders, Tier 2 expansion, ASD/ADHD, crisis care, self harm outreach, ED discharge
- Workforce challenges
- Crisis care – ED and social care delays
- Covid 19 – virtual sessions and assessments, face to face appointments taking longer
- Digital development – opportunity for virtual working, online assessments
- Long waiting times for CAMHS, especially within NDT pathway/ASD and ADHD
- Nationally set standards for Access may change
- CAMHS outcome data not ‘telling a story’ for a child’s journey and experience