

TITLE OF REPORT:	Delivery of Children and Young People's Mental Health and Wellbeing Services
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SUMMARY

This report aims to provide an update on the delivery of children and young people's Mental Health services in Gateshead following the paper submitted to Families OSC in 2018.

Newcastle Gateshead CCG now commission Childrens & Young Peoples Mental Health Services via a lead provider model with Cumbria, Northumberland, Tyne & Wear NHS Foundation Trust. To date the lead provider model is working well with no significant issues to report. There is significant work taking place to move activity out of the Getting More Help service to the Getting Help service with a focus on prevention.

1. Introduction and Background

On the 6th November 2018 NHS Newcastle Gateshead Clinical Commissioning Group (CCG) and Cumbria, Northumberland, Tyne and Wear Foundation Trust (CNTW) attended Families OSC to provide an update on the delivery of children and young people's Mental Health services in Gateshead, more specifically the progress we have made this year in the mobilisation of Getting Help and Getting More Help. Within the report in 2018 the case for change explained that with regard to improving outcomes for children and families, *No Health without Mental Health*¹ published in 2011, emphasises the crucial importance of early intervention in emerging emotional and mental health problems for children and young people. Effective commissioning will need to take a whole pathway approach, including prevention, health promotion and early intervention.

The report in November explained that the commissioners and providers aim was to develop a Whole Systems Model that will provide an integrated, early response to the emotional and psychological needs of children, young people and families. This aimed to improve outcomes, reduce inequalities and reduce the impact of poor mental health on the economy and individuals.

¹ No Health without Mental Health (2011) HM Government

2. Purpose of the report

This report aims to provide an update on the delivery of children and young people's Mental Health services in Gateshead following the paper submitted to Families OSC in 2018. The paper will provide an update on the progress we have made this year in the mobilisation of Getting Help and Getting More Help and improving access to children and young people's Mental Health services in Gateshead.

3. Proposals

Within the November 2018 paper there were a number of proposals including:

- Establishment of a single point of access (SPA)
- Access to KOOTH
- Continuation of third Sector contracts
- Development and introduction of new service specifications based on the THRIVE model of "Getting Help" and Getting More Help"
- Moving provision from the more complex delivery to ensuring the focus is on Early intervention and prevention
- Implementation of the Trailblazer bid
- Introducing lead provider arrangements from April 2019

4. Progress on proposals

a. Lead Provider

Children and young people's mental health services (CYPS) for Newcastle and Gateshead have adapted and changed dramatically over the past year to incorporate the shift in demand and capacity and the new commissioned "lead provider" contract. CNTW have begun leading the work to transform the CYPS pathway across the Newcastle and Gateshead patch with a clear goal of moving more toward early intervention and prevention.

The 1st April 2019 brought about a change in the commissioning of Children's mental health services from the CCG. CNTW became the lead provider, directly commissioning the 3rd sector contracts and South Tyneside and Sunderland NHS Foundation Trust service provided in Gateshead.

This new contract allowed for children's mental health provider services to all come under one umbrella, to be able to capture and monitor the demand, capacity and footprint of children's mental health demand and outcomes city wide. Within the first year of the arrangement a consolidation and review of the existing service model will occur leading to transformation plans from year two going forward.

b. Thrive model

The 3rd sector providers and NHS have come together with CNTW to provide the "getting help" and "getting more help" (previously Tier 2 and Tier 3 services) service in Newcastle and the getting more help service only in Gateshead. It is important that all the providers consider the holistic needs of the child/young person and where appropriate deliver a wide range of support which may include access to therapies

and therapeutic activities. The lead provider model supports this need and the service specification is based on the thrive model.

Work continues to flow patients more in to getting help service rather than getting more help as per the thrive model, via the monthly pathway meetings with all providers. Providers are working closer than ever to ensure clients are seen by the right service first time as well as working collectively to reduce waits over the system.

c. Third sector contracts

The 3rd sector providers and the NHS providers are all delivering services under an NHS Standard Contract. The contract is a 12 month contract from 1st April 2019.

The third sector providers include Streetwise, Childrens North East, North East Counselling, Kalmer, Kooth and Barnardos. The NHS providers are South Tyneside and Sunderland FT and CNTW (as lead provider).

d. SPA

All these services contracts receive their referrals through the single point of access (SPA) situated within the CNTW children's service. The SPA provides a fully integrated and direct clinician support for all providers and all referrers to children's mental health services. Thus providing a quicker and more robust platform for ensuring young people are directed to the most appropriate service to meet their current needs. The SPA is the first point of contact for all requests for advice and referrals for emotional health and wellbeing, mental health treatment and support. The benefit of the SPA is it allows co-ordinated access to Getting More Help, emergency and out-of- hours provision to reduce complexity of entry and navigation to support systems for children, young people, their families and workers. The SPA is led by a clinician who allows clinical decision making and interaction at access point by gathering information.

e. Kooth

Kooth was commissioned by the CCG in 2018 and is available to all children and young people. The service has been promoted in all schools and information is also given to children and young people upon referral to the single point of access and whilst awaiting treatment as a means of support. From 01st October the Kooth contract became part of the lead provider work.

f. Trailblazer

In 2017, the Government published its Green Paper for Transforming children and young people's mental health, which detailed proposals for expanding access to mental health care for children and young people, building on the national NHS transformation programme. The proposals were focused on providing additional support through schools and colleges. The CCG, CNTW and NHS England are leading the delivery of Mental Health Support Teams (MHSTs), which are jointly delivered with the Department for Education across Newcastle and Gateshead. MHSTs are developing models of early intervention on mild to moderate mental health and emotional wellbeing issues, such as anxiety, behavioural difficulties or friendship issues, as well as providing help to staff within a school and college setting. The teams act as a link with local children and young people's mental health services and be supervised by NHS staff.

CNTW have employed 12 trainee mental health workers who attend Northumbria University two days a week and then provide support to schools across Newcastle and Gateshead. The teams have started to provide early intervention in to schools supervised by experienced mental health clinicians. These teams will support students with mild to moderate mental and emotional health needs.

5. Access

Previously children and young people have experienced high levels of referral and re-referral to other services, as well as sign posting to services with no way of following up that the individual has attended. The new ways of working under the lead provider means working to improved access for Children and Young people, right place first time. In addition the model looks to reduce waiting times.

a. Performance and data

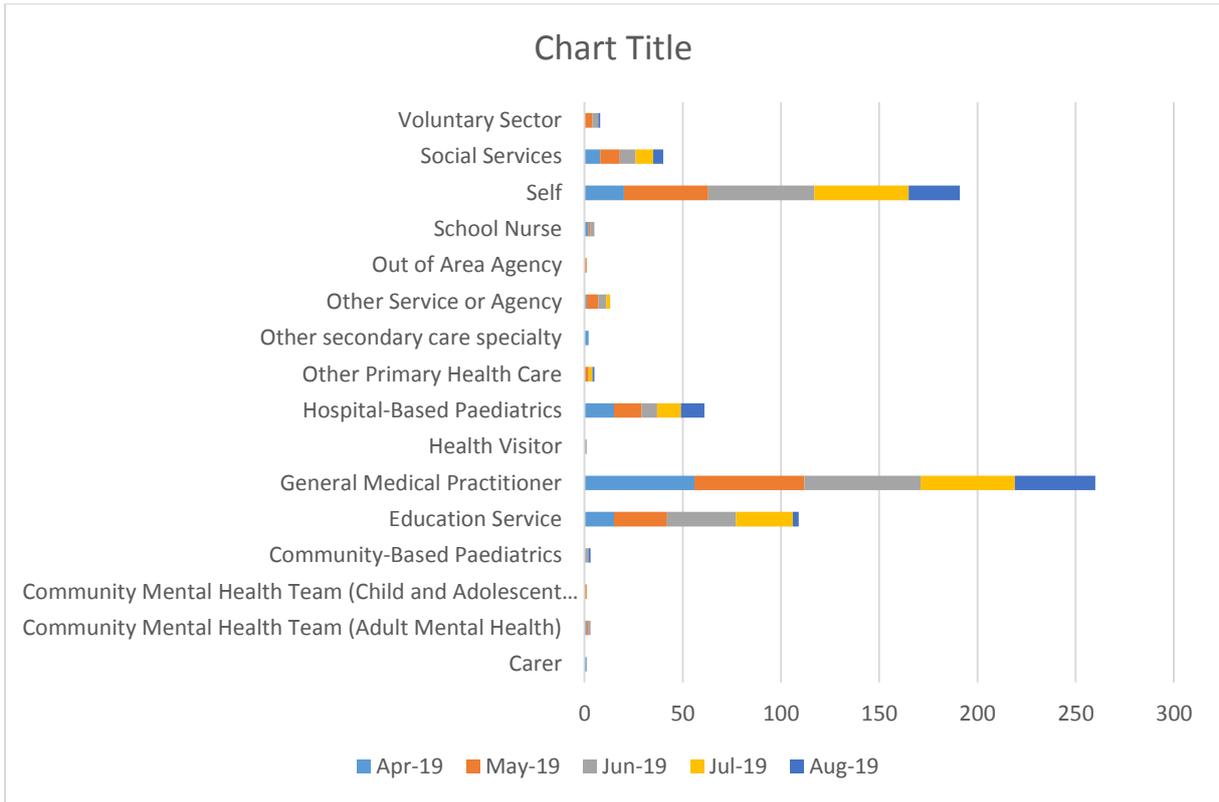
The performance data now captures all providers' data in order to provide a full picture of the Childrens and Young persons' pathway. Significant work has also taken place in quarter one and two regarding clients waiting over 18 weeks for both assessment and treatment. SPA continues to work well with a significant increase in referrals to SPA from GP practices, education and other health and social care organisations.

A key component of this work is reviewing the pathway and ensuring Children are seen in the right place first time. As at the end of quarter 1 Gateshead providers accepted 99% of referrals for Getting help and Getting more help services. This is the impact of the success of the SPA and the collaboration with the 3rd sector making sure Children and Young people are referred to the right service, first time. Work continues to flow patients more in to getting help service than getting more help as per the thrive model.

CNTW and the other providers strive to improve the service and therefore all the mental health providers meet weekly in which to review and adapt the pathways to identify any gaps in provision and meet the needs of our clients.

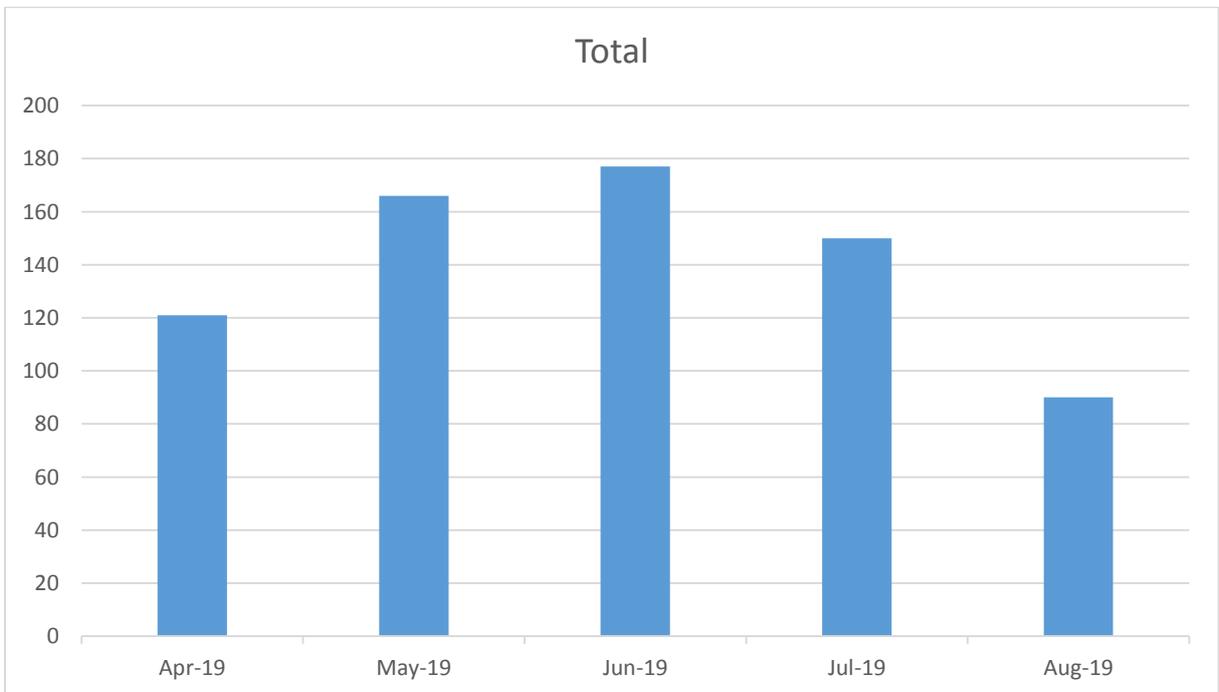
b. SPA Referrals by source

The SPA now accepts referrals from a number of sources. All referrals that go to the SPA are reviewed and sent to the most appropriate service. Graph 01 provides a breakdown of referral to SPA by source since April 2019.



The majority of referrals to the SPA come from GP practices followed by self-referrals and then Education.

Graph 02 provides a breakdown of referrals in to SPA by month.

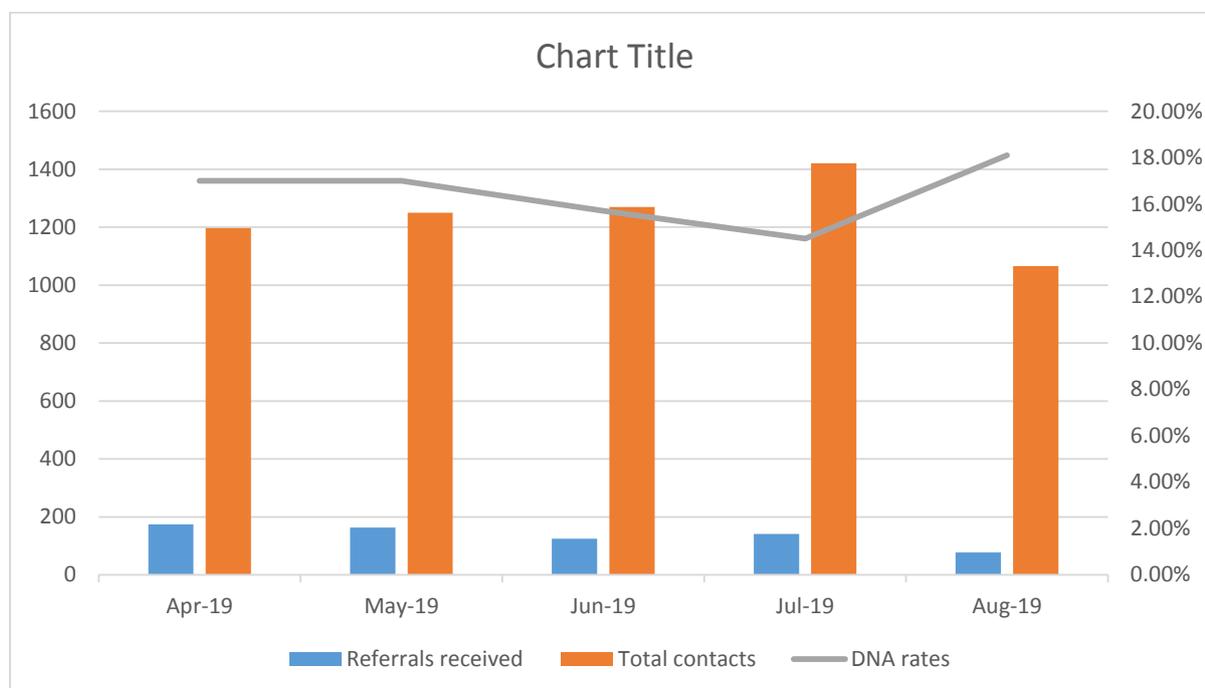


The SPA receives an average of 141 referral per month from Gateshead clients.

c. Provider Referrals

From 01st April CNTW has been working with all providers to capture the number of referrals received in to services. This is an attempt to show a system view of the numbers of Children and young people being seen by NHS funded services.

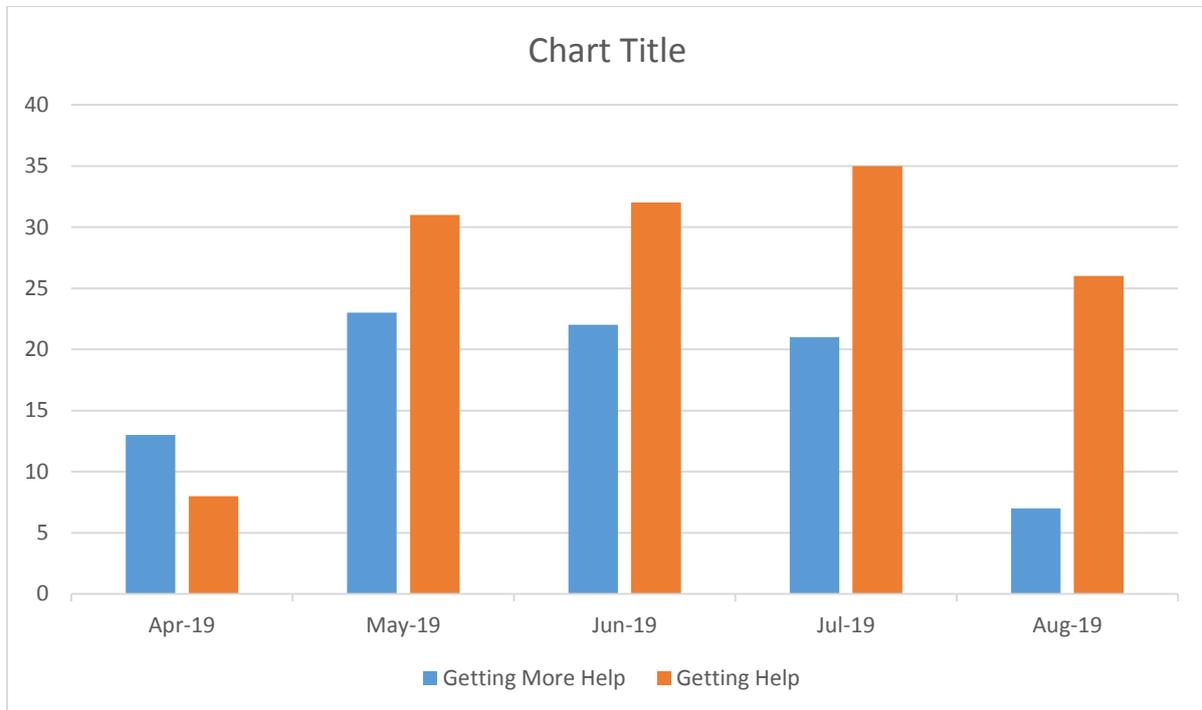
This data can be seen in graph 03.



Graph 03 provides a system view of numbers of referrals received in to all services in Gateshead, the total contacts the clinical teams have had with children and young people and the percentage of DNAs. As a system we are aiming to have a DNA rate of under 16%. Changes in the way the teams are making appointments with clients has resulted in a slight decline in DNA rates. Teams have started contacting clients by phone to agree the appointment before issuing the appointment letter as well as providing weekend and evening clinics.

d. Focus on early help

Working with the SPA and other providers we are starting to see a shift in activity from Getting More help (Tier 3) to Getting Help services (Tier 2). This can be seen in the Graph 04.



Graph 04 shows that from April 19 we have shifted to seeing more activity in the Getting Help service rather than Getting More help.

e. Waiting Times

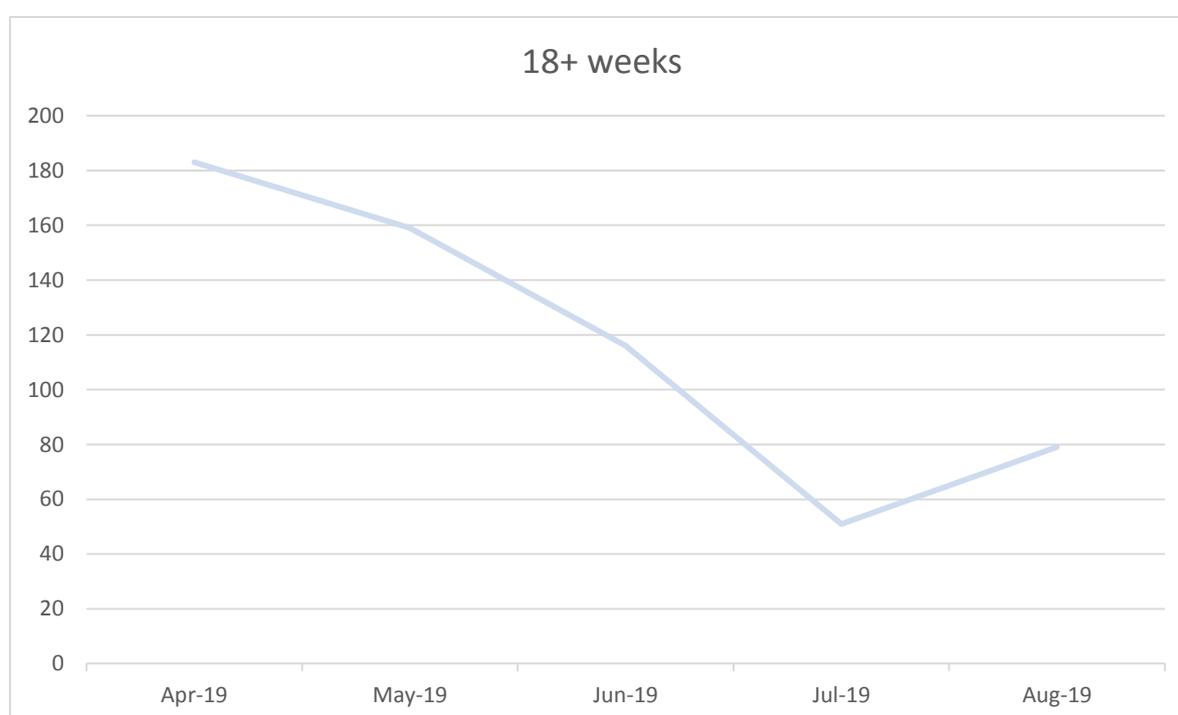
CNTW has been working on the revised methodology on reporting CYPS waiting times. Nationally, waiting times for CYPS services are to be monitored via Mental Health Data Set and data is recorded using second appointment as a proxy for treatment. In order to do this there are changes to the definition of “treatment”, treatment is defined as the first two or more face to face or indirect contacts in a six week period.

This was a significant change in how CNTW record waits to treatment, data provided in the November 2018 report was based on the old methodology. Data in table 01 is based on the new reporting method and includes all Gateshead providers’ data.

Wait in weeks	Apr-19	May-19	Jun-19	Jul-19	Aug-19
0-2 weeks	0	2	0	0	3
2-4 weeks	5	4	2	0	1
4-6 weeks	5	3	2	7	6
6-8 weeks	3	8	6	12	2
8-10 weeks	14	9	4	9	10

10-12 weeks	13	6	9	4	15
12-14 weeks	17	11	25	9	20
14-16 weeks	7	13	14	16	21
16-18 weeks	8	19	9	26	16
18+ weeks	183	159	116	51	79

As detail in Table 01 there are a number of children and young people waiting over 18 weeks for treatment. Across the system a significant amount of work has taken place to reduce these numbers as can be seen from a move from 183 children and young people waiting over 18 weeks in April 2019 to 79 in August 2019. This can be seen further in Graph 05.



It is worth noting that table 01 is based on clients waiting for their second appointment.

Actions to address waits

Waiting times have significantly reduced across the system however we are aware that there are still a number of clients waiting for initial appointment. A key focus for all providers is reducing those clients waiting more than 18 weeks for an initial appointment. CNTW approached all providers and asked for options on potential waiting list schemes for 19/20 across the system. The brief provided to all providers was to put options to CNTW as lead provider on what additional capacity could be created across the system that would reduce waiting times and improve access to CYPS.

As a system it was agreed that further investment would be provided to Kalmer to support those clients with learning disabilities who are waiting over 18 weeks. In addition a therapeutic support package for clients waiting over 18 weeks for an appointment would be provided via an app. The Therapeutic Bytes application will be used whilst clients wait for their treatment. This will have the following benefits:

- Contact made with a CYP to make sure they are still requiring getting help service
- Confirmation that the client had not moved away or transitioned to adult service
- Confirmation that the client had not accessed an alternative service for mental health needs
- Confirmation the client should remain on the waiting list
- Client would be offered a self-help app with therapeutic advice whilst they waited for a face to face appointment
- If any clients required immediate support via face to face this would be arranged
- Potential 10% reduction in waiting list
- Reduced DNA when the CYP has a face to face appointment

In addition, within CNTW we are putting on additional clinics starting from October up until at least the second week in December to help reduce waits. Our aim is to have no over 18 week waits by the 31st March 2020.

6. Summary

To date the lead provider model is working well with no significant issues to report. Contract meetings, pathway review meetings and weekly SPA meetings have been established and taken place throughout quarter one and two. There is significant work taking place to move activity out of the Getting More Help service to the Getting Help service with a focus on prevention.

7. Recommendations

That the OSC give its views on the progress outlined in the report.