



Newcastle Gateshead Clinical Commissioning Group

Families Overview and Scrutiny January 2018

Children and Young People Mental Health Transformation Programme

1. Introduction

This report will update the Families Overview and Scrutiny on the refreshed Children and Young People Local Transformation Plan 2017/18 including progress on implementation of new Children and Adolescent Mental Health Service CAMHS model.

2. Background

The Department of Health and NHS England published the 'Future in Mind Promoting, protecting and improving our children and young people's mental health and wellbeing' (March 2015).

'Future in Mind' makes a number of proposals the government wishes to see by 2020. These include: tackling stigma and improving attitudes to mental illness; introducing more access and waiting time standards for services; establishing 'one stop shop' support services in the community and improving access for children and young people who are particularly vulnerable.

The report introduction includes a statement from Simon Stevens CEO of NHS England he stated '*Need is rising and investment and services haven't kept up. The treatment gap and the funding gap are of course linked*'. The report emphasises the need for a whole system approach to ensure that the offer to children, young people and families is comprehensive, clear and utilises all available resources.

The report also calls for a step change in the way care is delivered moving away from a tiered model towards one built around the needs of children, young people and their families.

Future in Mind identifies key themes fundamental to creating a system that properly supports the emotional wellbeing and mental health of children and young people. Themes include:

- Promoting resilience, prevention and early intervention
- Improving access to effective support – a system without tiers
- Care for the most vulnerable
- Accountability and transparency
- Developing the workforce

The Newcastle and Gateshead Transformation Plan for Children and Young People's Mental Health, Emotional Wellbeing and Resilience will concentrate on achieving these aspirations and clearly articulate the local offer.

A multiagency group partnership has been established to take responsibility for the development, implementation and oversight of the Children and Young People Mental Health, Emotional Wellbeing and Resilience Plan as part of the ongoing No Health without Mental Health Implementation and will be accountable to newly established group overseeing the 5 Year Forward View for Mental Health. Updated Mental Health Governance Structure is available appendix 2.

Consultation on the refresh of the Transformation Plan has taken place through the multiagency group partnership group members. The plan is available on Newcastle and Gateshead Local Authority websites and the NGCCG website. This is a live document and current version is attached (appendix 5)

During 2016 there was extensive consultation with young people and stakeholders across Newcastle & Gateshead the Newcastle Gateshead Clinical Commissioning Group (CCG) produced a whole systems CAMHS model for Newcastle and Gateshead (appendix 3). The model and subsequent EMIL document describes the need to transform the emotional wellbeing and mental health provision for children and young people and their families across Newcastle and Gateshead. The EMIL document is a high level strategic plan identifying the principles of good services and the CCG are currently initiating a change programme in line with the following principles:

- Improved access to services
- A seamless step based model
- A single point of access
- Shared care and joint planning
- Choice of provision
- Improved Primary Care
- Increased early identification and effective intervention
- Reduction on the dependency of specialist services
- Workforce development
- Workplace accommodation solutions
- Information solutions

It is expected that the new model will clearly evidence innovation, sustained continuous improvement and utilise the principles of the Thrive Model (AFC–

Tavistock 2014). The Thrive Model advocates for mental health services to be delivered according to the needs and preferences of young people and their families, using an integrated, person-centred approach to child and adolescent mental health.

The initial phases of the transformation programme consist of developing a single point of access (SPA) to all mental health provider services. The SPA will receive all queries and referrals for children and young people initially aged 0-18 that were previously directed to Specialist Mental Health Services provided by Northumberland, Tyne & Wear NHS Trust (NTW); the Emotional Health and Wellbeing service provided by South Tyneside Foundation Trust; and the five services that form the Voluntary Services Collaborative (VSC).

3. Service Delivery: Getting Help

Two service specifications have been developed. The first 'Getting Help' will deliver the SPA. The initial mobilisation plan has now been implemented and will continue to deliver this over four phases which commenced 1st December 2017 (with schools), second phase March 2018 for GPs, third phase June for Local Authorities and the fourth phase will incorporate all other referrers including self-referrals by September 2018 (appendix 4).

It is expected that the SPA will be the first point of contact for all requests for advice and referrals for emotional health and wellbeing, and mental health treatment. All referrals will be initially assessed via a triage function with the SPA to improve joint working between provider services, ensuring the child/young person is able to access the right services. The SPA will initially be staffed by specially trained call handlers who will record all demographic and referral information at the point of contact. The SPA team will be located at the Bensham Hospital site in Gateshead with capacity to manage electronic and telephone contacts.

The anticipated SPA activity by provider based upon current referral figures is:

- 520 per month
- 130 per week
- 26 per day

NTW - 52%, STFT - 10%, VSC - 38%

A review of activity is being undertaken during all phases of this implementation process.

4. Service Delivery: Getting More Help

The second service specification 'Getting More Help' is concerned with the delivery of the CAMHS whole system model (appendix 3) with a focus on prevention and early help and reducing demand on specialist services. This

specification will be developed over the coming months with the Children and Young Peoples Mental Health, Emotional Wellbeing and Resilience group.

Getting More Help will support a wide variety of multi-agency professionals working with children, young people and their families. “Universal Provision” refers to services accessible by everyone e.g. GPs, schools, and Health Visitors (the examples on the model are not exhaustive). It is these staff who provide the day to day care and support to our children and young people and their families and they are essential to an effective mental health offer for our communities. Universal services also build resilience in children, young people and their families through preventative work.

Some children and young people will work with professionals and services that are targeted at addressing and supporting their particular needs e.g. within a Youth Offending Service, Drug and Alcohol provision or Children’s Social Care. This is referred to as “Targeted Provision”. These staff work collaboratively with children and young people who have more complex needs of which emotional and mental health needs might be just one factor.

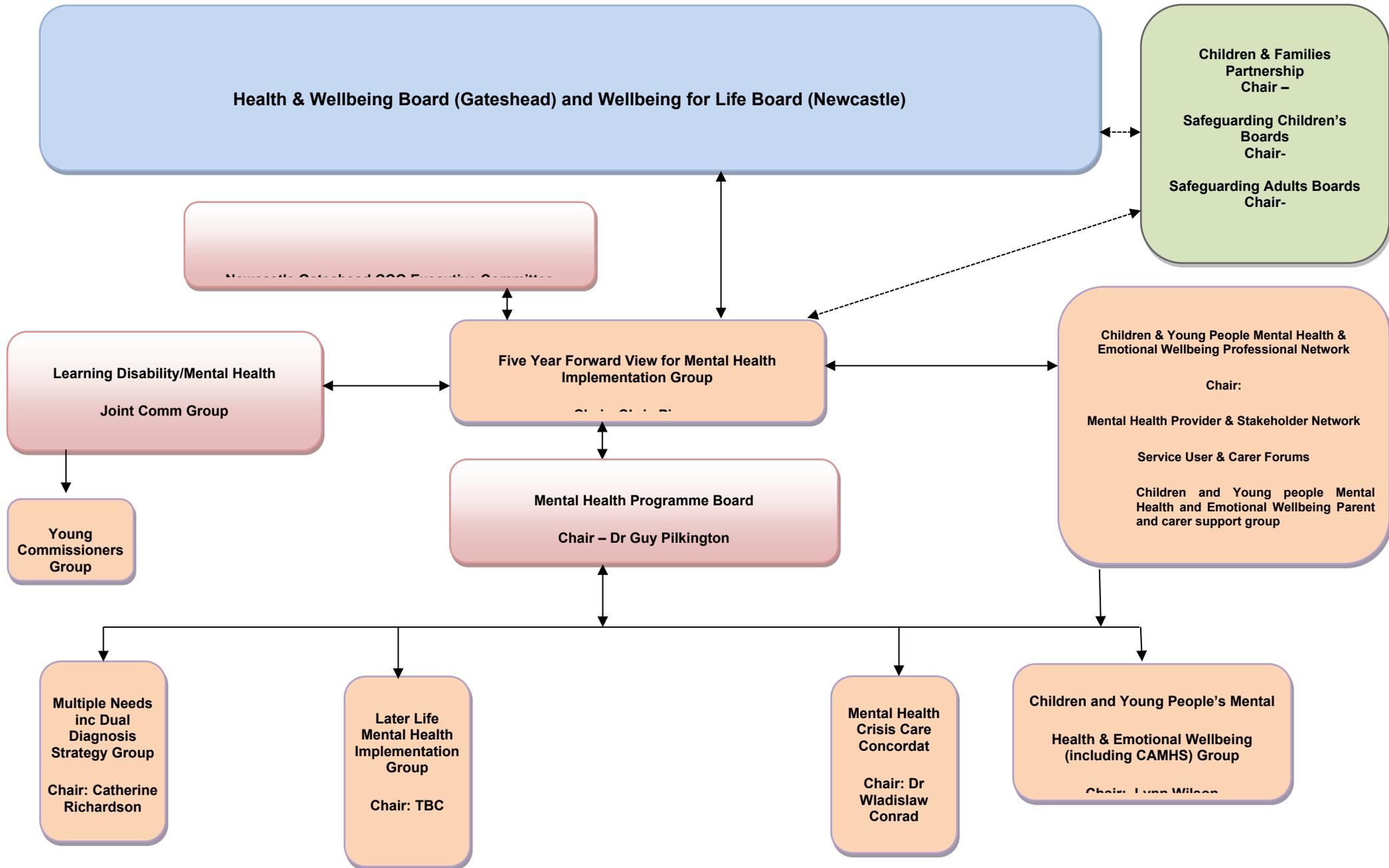
Mental health provision is everyone’s business not just specialist staff. Where a clinical intervention is required to assess and treat a child or young person appropriately qualified specialist staff will provide a variety of interventions based on best practice e.g. NICE Guidance. At this level of clinical need the service provider will assess and treat children and young people with more complex mental health needs e.g. Eating Disorders, personality disorders, a crisis care response etc.

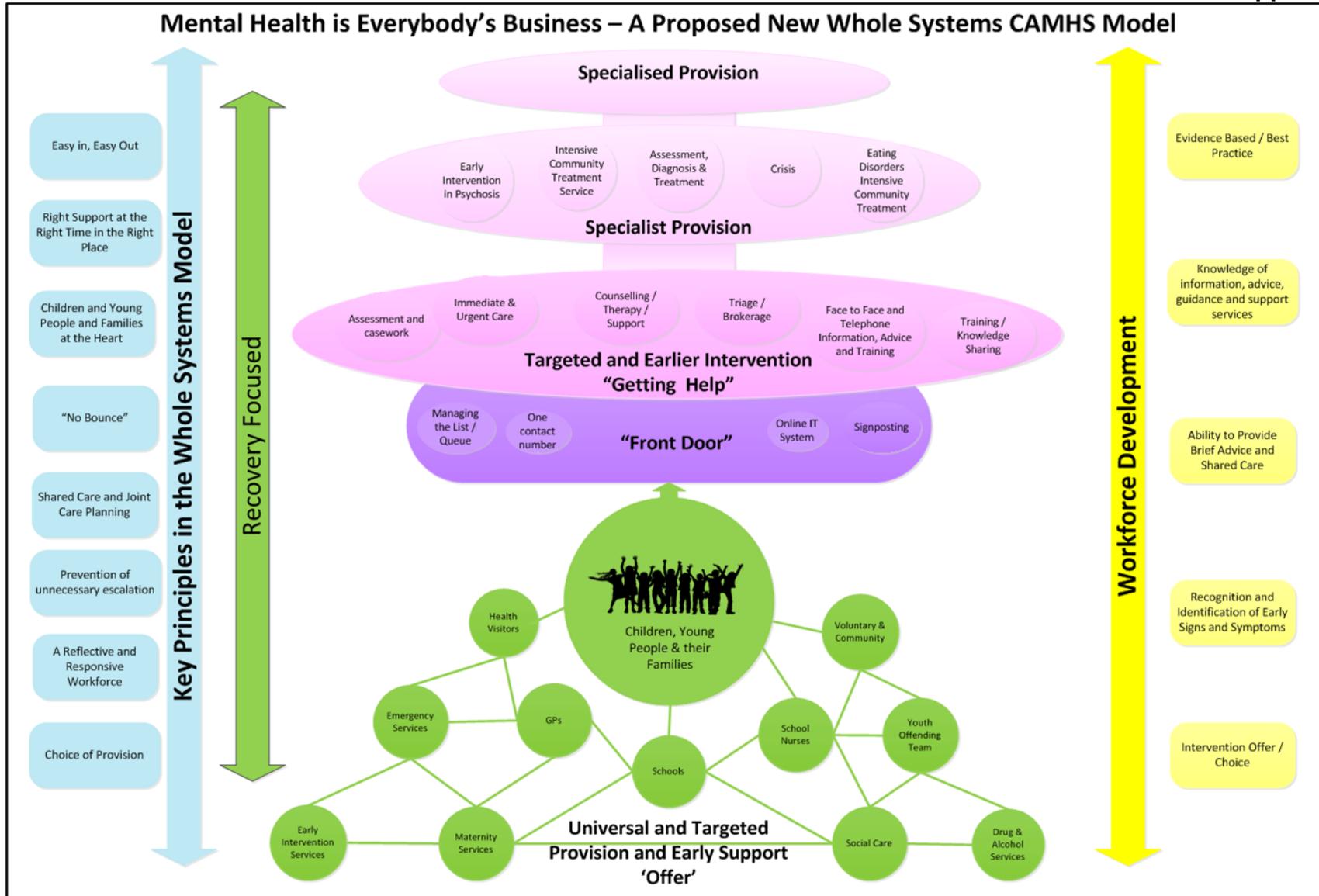
5. Recommendations

Families Overview and Scrutiny are requested to:

- Receive this update report on implementation of new CAMHS model.
- Receive and support the Mental Health Governance Structure
- Receive further updates throughout the phased implementation of the CAMHS transformation programme.
- Note the refreshed Children and Young People Mental Health, Emotional Wellbeing and Resilience plan and implementation group

Appendix 2 Mental Health Governance Structure





Appendix 4

Newcastle & Gateshead CYP SPA Implementation Plan

Action Summary	Lead Responsibility	Timescale	Update
1. Secure accommodation which will host SPA call handlers	STFT NTW	End September 17	Minor works plan has been submitted to accommodate call handling team at Bensham Hospital adjacent to CYPS services. Work is estimated to take approximately 6-8 weeks therefore interim accommodation arrangements have been agreed.
2. Secure telephone, IT systems, furniture for use by call handlers and triage staff	STFT NTW	End September 17	Relevant IT, telephony equipment, and furniture has now been ordered.
3. Develop communication plan which will target referrers leading up to single number launch date	CCG	End September 17	Meeting with NTW telecoms team has now taken place. There are no problems with increasing lines into Bensham to accommodate SPA. Need to decide if SPA is a free phone 0800 number or not and if so who will own 0800 number CCG or NTW. To decide at Transformation meeting.
4. Recruit / transfer 3 x call handlers into SPA	STFT NTW	End October 17	Job descriptions and adverts for new call handlers have been completed and have gone into NHS Jobs. NTW also have access to Call Handler Bank which can be utilised in the interim if necessary.
5. Develop Standard Operating Procedures for SPA	STFT NTW	End October 17	Initial meeting took place between Shirley Green and Lesley Gammell on Friday 29.9.17 in order to agree plan.
6. Develop and deliver call handler training to new call handlers	STFT NTW	End October 17	Training programme has been developed and will be delivered to new staff when they are recruited.
7. Identify SPA supervisor roles and responsibilities	STFT NTW	End September 17	Initial meeting took place between Shirley Green and Lesley Gammell on Friday 29.9.17 in order to agree plan.
8. Develop virtual triage team rota system which utilises clinical resource from NTW & STFT	STFT NTW	End October 17	Initial meeting took place between Shirley Green and Lesley Gammell on Friday 29.9.17 in order to agree plan.

9. Ensure that contracting and governance arrangements are agreed and in place including a memorandum of understanding	CCG STFT NTW	End October 17	Meeting between SCHFT and NTW execs to be arranged in order to discuss.
10. Agree appropriate monitoring / early warning and escalation processes	CCG STFT NTW	End September 17	Initial meeting took place between Shirley Green and Lesley Gammell on Friday 29.9.17 in order to agree plan.