

Getting Help and Getting More Help Service Updates

Getting Help

- Waiting times for Getting Help providers are broadly similar to those reported in April
- Emotional Wellbeing Team (STSFT) wait to treatment has reduced from 28 weeks to 22 weeks
- Getting Help providers have started to implement or develop group work both to increase capacity and as a useful part of a therapeutic offer e.g. some young people being seen by Kalmer Counselling cite 'making friends' as a goal on initiating treatment.
- Improving the information shared with families when a young person is placed on a waiting list in SPA to include more information about self-help/other sources of support/information and resources that can be accessed whilst waiting. Each provider is developing specific information so this is tailored to their offer and will also help to prepare young people and families so they are ready to engage when they are able to be seen.
- Training needs being collated across providers to look for economies of scale.
- Training skills also being collated to see where there are opportunities for providers to offer training to others across the partnership.

Getting More Help

Mental Health Pathway

New initiatives

Frameworks developed to enable standardisation and consistency within team, with staff sessions aimed at addressing common stressors such as paperwork, training, waiting lists and supervision more efficiently.

Initial assessment Waiting list

23 priority, 65 standard, 6 DNA (Aug 23): **Now 0 , All assessments within 4 weeks.**

Treatment Waiting list reallocations

67 (Aug 23):

Now 17 (Longest wait November 2022).

Treatment Waiting list Allocations

146 (Aug 23): **Now 101**

Longest Waiters

Longest wait from November 2022 with next being February 2023 and April 2023. Needs vary from emotional regulation work (DBT skills starting in Jan 24), to complex issues following transfer from other services, and behavioural issues.

All YP are receiving regular monitoring calls to ensure safety and will be allocated as soon as capacity becomes available.

Learning Disability Pathway

New Initiates

Frameworks developed to optimise team performance, reintroduction of groups including Fizzy Feelings group, Exploring the Challenge Group, Confident Parenting Group.

Rationalisation of meetings to increase clinical capacity.

Initial Assessment Waiting List

Aug 23 = 62 over 18 week wait

Now = 0 over 18 weeks

Now = Average wait 8 weeks

Treatment Waiting List Allocations

Now = 61, of which 13 allocated and awaiting 1st treatment appointment.

Now = Average wait 22 weeks

Longest Waiters

Longest wait from February 2023 with next two being March 2023. All recently allocated and have appointments booked, this is also the case for the next 10 after these 3.

A further 5 have been allocated but do not have appointments booked in yet.

Neurodevelopmental Pathway

New initiatives

We have relaunched the welcome events to support patients and families/carers while they wait for the young person's neurodevelopmental assessment to commence. The welcome events are information giving webinars designed to provide helpful information in relation to their child/young person's upcoming neuro assessment. The webinars also provide support and advice to young people and their families including providing strategies and letting them know what support is online and in their communities.

Referrals into the Neurodevelopmental team are sent into the single point of access (SPA). Following feedback from referrers that the neurodevelopmental assessment pack that is sent out by SPA is too big and takes up a lot of time, we have worked alongside the SPA to reduce the size without impacting the quality of the information received.

The single point of access will offer telephone follow up calls to those referrers who need/want one. Acceptance letters from single point of access contain information on how and where they can get help, while the young person waits.

Referral route

Referrals are processed by the Single Point of Access

Referral timeframes

Wait to assessment:

We are currently processing referrals from December 2020. We are unable to offer a specific timeframe for waiting times for assessment. Once allocated, the young person will meet a multidisciplinary team of clinicians who will take their assessment forwards.

Wait to treatment – three routes to treatment:

Accessing ADHD medication clinic from assessment within CYPS:

For those young people who have been assessed by CYPS and have received an ADHD diagnosis and are looking to pursue medication as a treatment option at that point, there will be a psychiatry review as part of their diagnostic process. We would aim to offer an appointment to consider medication **within 12 weeks** of confirmation of diagnosis. This can be subject to change.

Accessing ADHD clinic from SPA:

There are large numbers of young people who access private assessment for ADHD and then request that an NHS provider takes over the prescribing and monitoring of medication. Similarly, there may be young people who have had a historical assessment with an NHS provider and now require medication. Currently we are processing requests from **January 2023** for the above.

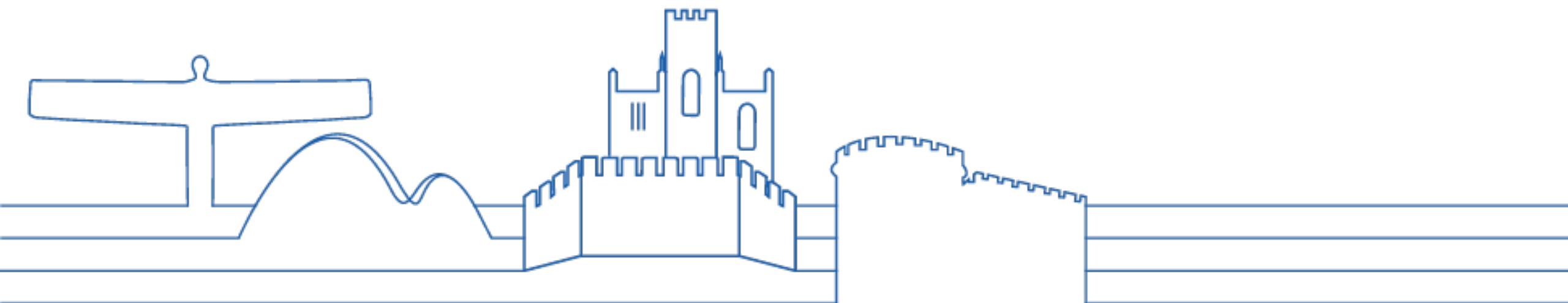
Returning to ADHD clinic from Psychiatry UK:

Following assessment and diagnosis with Psychiatry UK, a young person will be titrated onto medication if this is an appropriate treatment option. Once their dose is stabilised, they will be passed back to CYPS for continued monitoring in the form of 6 monthly reviews and physical health observations (3 monthly for 10 and under).



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Review of Children & Young People's Mental Health Services



Background

Gateshead's Children and Young People Mental Health services are delivered by Getting Help and Getting More Help commissioned service via a lead provider contract with Cumbria Northumberland Tyne & Wear NHS Foundation Trust (CNTW).

The Single Point of Access (SPA) is the access point for the Getting Help & Getting More Help Services.

A review of the SPA, particularly focussed on the getting help service was commissioned to help us understand the increased demand which did highlight inequalities for Gateshead's Children & Young People. This highlighted that if we want to address the increase in referrals we need to do this across the system.

Key Issues

The SPA has seen an increase in referrals of 30% since 2019

Referrals for Autism and Attention Deficit Hyperactivity Disorder (ADHD) account for a significant proportion of referrals and these are significantly higher in Gateshead.

Significantly more Children & Young People from Gateshead are re-referred back into the Single Point of Access within 6 months.

Children & Young People in Gateshead wait longer for treatment via the Getting Help Service in Gateshead – June 2022 Wait time for South Tyneside & Sunderland NHS Trust Emotional Wellbeing Service hit 53 Weeks

Non-Recurrent Investment has been provided repeatedly into the Getting Help Service to increase capacity but this is not sustainable

There is a lack of awareness across the system on the role of the Single Point of Access

The referral form has been revised but there are concerns about the level of information requested, the inability to complete referrals electronically and potential lack of adjustments provided for parents/ carers

The Children & Young People's Mental Health landscape has changed significantly since the current service launched in 2019 & particularly as a result of the pandemic



Workforce



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Primary Care Mental Health Practitioners

STSFT Primary Care Mental Health Team

Dedicated Counselling Provision with Eating Distress North East for Adults aged 16 years+

Detailed review of older adults mental health pathway, including a review of the Dementia Pathway

Detailed review of children & young people's mental health pathways, including the transition to adult services

Development of the Alternative to Crisis pathway

Development of Housing & Accommodation Strategy with Gateshead Council

What they system is saying

We do not have a single point of access – there are multiple points and routes to services

The principle of a Single Point of Access is welcomed by partners – if its works

The current system operates in silo's

Services do not have an understanding of what is available in the system

There is a need for an MDT



What parent/ carers & children & young people are telling us



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- Parents/ Carers & Young People feel dismissed when they don't neatly fit within the systems' 'box'
- Parents/ Carers & Young People struggle to access help
- Parents/ Carers often just want information & advice on how they can support their child/ young person not necessarily a referral into formal services
- A diagnosis is just that - it doesn't provide on-going help & support



What the system is telling us we need



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- System Approach – utilising the resources we have across the system
- Single Front Door for All Services
- Information/ Digital Platform to provide access to information & drop-in support
- Workforce Development
- Peer Support
- Early Intervention
- MDT
- Long Term Approach
- Embedding support into communities & schools



What Parents/ Carers & Children & Young People are telling us we need



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- Organisations need to be joined us and stop saying no
- Access to information, advice & resources
- Peer Support
- Earlier access to help
- Access to help in locations/ buildings/ spaces which are convenient & accessible

System Scaffolding

Underpinning this transformation is an agreement to develop local capacity to 'create' the social safety net for our Children & Young People. This will include;

Supporting the Education Sector to create mentally healthy school communities

Supporting our VCSE and LA frontline staff to create mentally healthy and supported communities

Empowering parents & carers to support their child/ young person to live well



Next Steps



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- Proposals currently being developed & will be presented to Gateshead Joint Committee at Place 21st December 2023



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