

**Healthwatch Worcestershire
Children and Young People's Mental Health Report
March 2019**

Issue	Action	By Whom	By When	Comments
Worcestershire Health and Care Trust to provide reassurance of the process to assess risk to children and young people in relation to not offering treatment following referral or delay to start of treatment.	Risk assessment tool used within CAMHS is GRiST, this supports the stratification of risk and supports the clinical decision making around wait times	All Staff CAMHS Managers North and South	Ongoing	Completed
	All Choice appointments are discussed at MDT meeting; this supports decisions concerning risk and ensures consideration of appropriate signposting or advice if indicated.	All Staff CAMHS Managers North and South	Ongoing	Completed
Commissioners and Worcestershire Health and Care Trust to provide information about actions taken to reduce waiting times following Summit.	Choice 'blitz'	All Staff CAMHS Managers North and South	October 2018	Completed
	Movement to clinic diaries to support data collection	All staff, being overseen by CAMHS Managers North and South	December 2018	Completed
	Capacity modelling to include 1. Review of job	CAMHS Managers North and South All Staff	January 2019 January 2019	Completed Ongoing, the

	<p>plans for staff</p> <p>2. Review caseloads with staff for all those seen in service above 6 contacts</p>			<p>process was delayed by the later introduction of clinic diaries</p>
<p>Commissioners and Worcestershire Health and Care Trust to carry out evaluation and monitoring of CAMHS service to provide reassurance that quality standards are being met in relation to –</p> <p>1. Understanding individual needs of child / young person</p>	<p>Use of Routine outcome measures (ROMs) which through data collection which included outcome rating and session rating from young person</p>	<p>Clinician</p>	<p>At Choice</p> <p>Reviewed at partnership</p>	<p>Completed</p> <p>Partially completed. Review underway to improve monitoring of this to ensure completion</p>
	<p>Clinical Audit and data analysis</p> <p>Audit undertaken of all open cases across the service who have had more than 6 sessions cross referenced with if they have a ROM.</p>	<p>CAMHS Managers North and South</p>	<p>September 2019</p>	

2. Involving children, young people and parents and carers in decision making	Care planning- Quantitative and qualitative audit to be undertaken	South CAMHS Manager	September 2019	
	Attendance at CPA- Audit to be undertaken	CAMHS Managers North and South	June 2019	
	Leaflets being developed to support understanding of how the service works	CEDS and CAMHS+ Manager	June 2019	
	Young people leading the design of new systems (e.g. BESTIE).	Service Lead for Psychological Interventions- Children, Young People and Families and Specialist Primary Care SDU		Completed
3. Effective communication between CAMHS and schools	Case by case basis discussed with clinicians in supervision. Work underway to review and strengthen case supervision	CAMHS Managers North and South	September 2019	
	Use of Routine outcome measures (ROMs) which through data collection which included outcome rating and	Clinician	At Choice appointment Reviewed at partnership	Completed Partially completed. Review underway to improve monitoring of this to ensure
4. Overall effectiveness of treatment				

	session rating from young person			completion
Worcestershire Health and Care Trust to ensure that staff within CAMHS have received appropriate training on Autism Spectrum Conditions and other additional needs as appropriate.	Awareness sessions/training to be delivered at staff away day to look at co – morbidities for those also have autism and a mental health condition	CAMHS Managers North and South	December 2019	
	Staff currently receive supervision from a wide variety of clinical disciplines. Current staffing includes clinicians with appropriate neurodevelopmental training. Supervision opportunities will be discussed at CAMHS business meeting	CAMHS Managers North and South	May 2019	
	Skills Audit being undertaken to highlight skills across the service and to identify any gaps	CAMHS Managers North and South	December 2019	