

15 December 2015

0-25 Emotional Health and Wellbeing Service
Responsible Officer
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Purpose of this document
<p>This brief paper provides a high level summary of the case for change around children and adolescent mental health services. It moves onto highlight the aspirations of a new service development of a 0-25 year emotional health and wellbeing service.</p> <p>This development began because of feedback received from professionals, children, young people and their families. All organisations involved have committed to continue this meaningful engagement to ensure any service is designed by those groups affected most. We want to discuss this approach with the Scrutiny Committee to confirm they are supportive of such a programme of engagement from the outset.</p> <p>Actions for the Committee to Consider:</p> <ul style="list-style-type: none">• <i>Are the committee satisfied that the appropriate approach has been taken to support the development of a new service</i>• <i>Would the committee (or representatives of the committee) be happy to receive the draft communication and engagement plan for consideration in January?</i>• <i>At what points would the committee like to receive updates/comment on progress made?</i>
Summary of the proposed change
<p>Over the past few years feedback has been received from young people, families, local professionals about the need to improve children and adolescent mental health services. The following diagram outlines the key problems raised:</p>



In response to these comments the CCGs and Local Authorities across Shropshire, Telford and Wrekin have been working together to commission a seamless service to improve emotional health and wellbeing of those aged 0-25 years. This will include the following:

- Increased support for looked after children and children on 'the edge' of care
- A service that extends to young people aged 25, if that is necessary and appropriate for an individual
- The development of a dedicated neurodevelopmental service separate to the core CAMHS services
- Improved and easier access (including a 'no wait' ethos)
- A joined up service across health and social care organisations to make a coherent offer
- A strong focus on increasing resilience, rather than purely on treatment services
- Much more innovative solutions: peer support, safe on line information,
- An improved urgent response

In order to support this change the four commissioning organisations have agreed to scope Emotional and Health Well Being Services (CAMHS) with a view to market testing (subject to the CCGs and Local Authorities ratification).

Engagement: What have we heard to date and what have we got planned?

The proposed solution is a direct response to the messages we have heard through a range of different sources. The commissioning organisations have held events (general and specific to this area), received complaints, listened to patient stories and engaged at an individual level with families. The main points are summarised in the diagram above and a large number of issues raised centre around waiting times, lack of choice and the way in which services are delivered. In addition, the organisations have been working with the young health champions who have defined a set of outcomes on which the specification for future services will be based. There has

been much debate and consultation nationally which has informed some major publications and policy changes such as 'Future in Mind'¹. These also contain some useful guidance and best practice which will be included.

Commissioners are keen to ensure this development is treated as an iterative process to promote innovation and for the people who would be affected by such services to shape the way they look in the future. A comprehensive communication and engagement plan is in development which will be drafted by the end of December 2015. This is planned to be a modern and proactive approach and will involve a set of activities over the next 18 months including:

- Utilisation of a methodology called 'experience led commissioning', which is about commissioners using people's experiences of care to drive the commissioning process
- Further work on the development of the service model and outcomes required with the young health champions. This will involve a programme to train young people to employ the best techniques to talk to their peers who may be experiencing mental health issues
- A specific piece of engagement with the more vulnerable groups affected such as looked after children and children at risk of entering the care system. This will be commissioned from local third sector organisations or community groups
- Inclusion of children and young people in the assessment of potential providers as part of the procurement.
- Requirement of new provider/s to include children and young people in the final design of their service

Rather than duplicate the work of local organisations the team will connect with existing experts/organisations/interested people. This includes the work of Healthwatch who are embarking on a piece of work with schools, existing networks in the local authorities and groups such as the local parent/carer groups including PODs and PACC.

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