

# CAMHS T4 New Service Model

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**GDE**  
Digital solutions for  
outstanding healthcare

# Thames Valley CAMHS Tier 4 Network

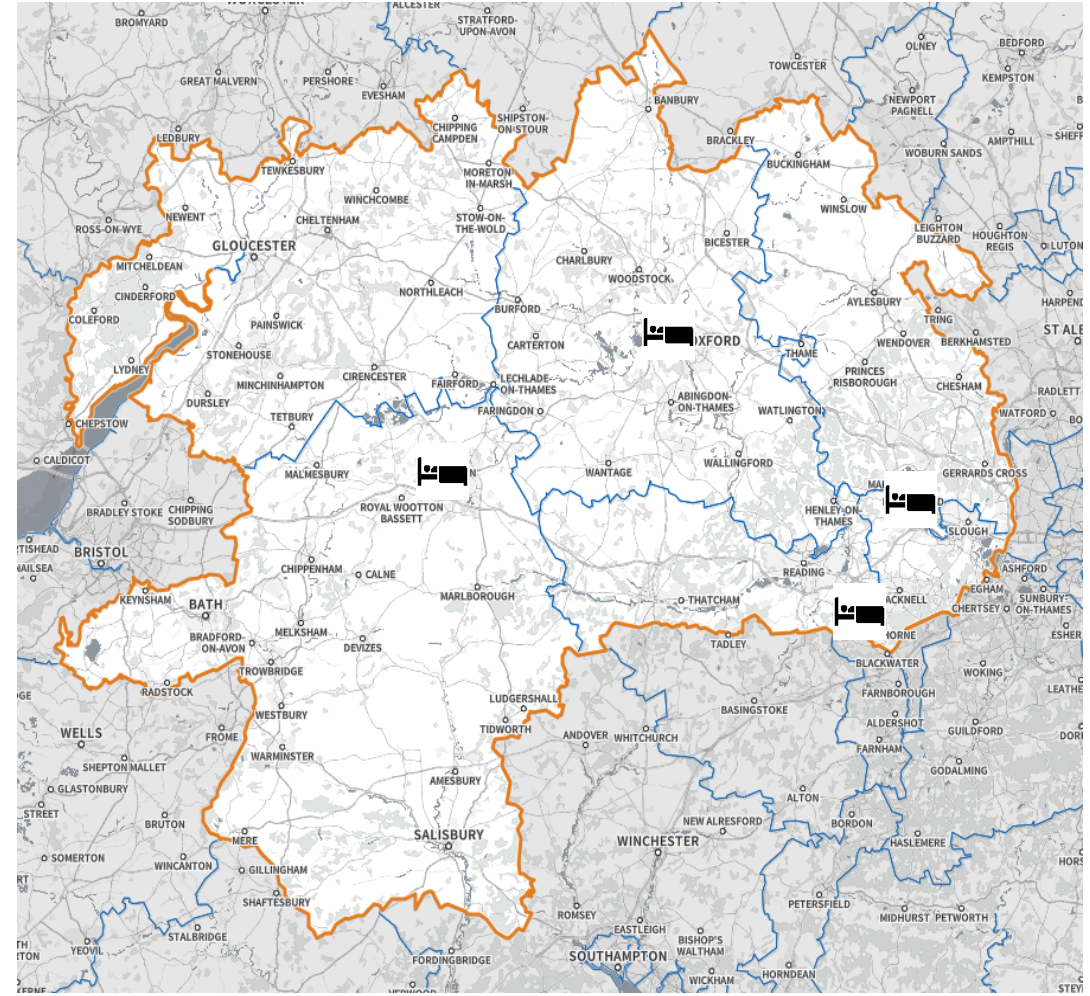
## Provider Collaborative Objectives:

- Care closer to home is maximised
- Out of Area Beds are minimised
- Patient experience and quality is improved whilst sharing best practice and innovation.
- Any savings are to be reinvested to aid further improvements

## Bed Stock and Services:

- Highfield Unit: 18 GAU beds
- Huntercombe Maidenhead: 60 beds (29 PICU, 11 GAU, 20 ED)
- Marlborough House: 12 GAU beds
- Phoenix Unit: Day patient unit & intensive home treatment
- ED Hospital at Home: PC wide
- OHFT PICU: opening late 2022

Please note: not all Huntercombe beds are aligned to the Network



Berkshire Healthcare Gloucestershire Health and Care  
NHS Foundation Trust



NHS Foundation Trust



Oxford Health  
NHS Foundation Trust



the huntercombe group

# What is Phoenix Unit?

- Day hospital and home treatment service for young people aged 12-18 years of age with acute moderate/severe and complex mental health disorders whose needs can not be adequately met within community and outpatients settings (“tier 4 CAMHS”).
  - New service developed in collaboration with NHS England and Oxford Health NHS Foundation Trust in line with national evidence of hospital at home and intensive community treatment models.
  - Designed to meet the needs of young people who would meet criteria for Tier 4 GAU or specialist EDU services.
  - Capacity for up to 16 young people, with an expectation that approx. 50% will need ED care and 50% GAU.
  - Core hours are 8am-8pm Monday-Friday; 9am-5pm Saturday, Sunday & Bank Holidays. Support out of hours is provided via an on-call rota and the crisis service.
  - Opened 1<sup>st</sup> May 2021.
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# What do we offer?

Assessment and care in line with the national specification for CAMHS Tier 4 care and relevant NICE clinical guidance

- Multidisciplinary assessment, formulation of difficulties and diagnosis
- Evidence-based individual, group and family therapies
- Medication initiation and monitoring
- Nursing support
- Meal planning, meal supervision, dietetic advice
- Social care advice, support and liaison
- Education support and onsite school
- Joint work and liaison with other professionals, including community CAMHS care teams, acute health colleagues, CAMHS inpatient provision, social care, education etc.

Average length of stay is **12 weeks**

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# The multidisciplinary team

- Service manager
  - Consultant psychiatrists
  - Clinical psychologists and assistant psychologists
  - Family and systemic psychotherapist
  - Occupational therapist
  - Social worker
  - Dietician
  - Nursing team (qualified nurses and clinical support workers)
  - Activities co-ordinator
  - Teachers and education staff
  - Administrative staff
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**⚡ Patient Timetable CAMHS Tier 4 Hospital at Home Service – Aug 2021**

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY			
	ARRIVAL 08:15	ARRIVAL 08:15	ARRIVAL 08:15	ARRIVAL 08:15	ARRIVAL 08:15			
	BREAKFAST 08:30 – 09:15	BREAKFAST 08:30 – 09:15	BREAKFAST 08:30 – 09:15	BREAKFAST 08:30 – 09:15	BREAKFAST 08:30 – 09:15	<b>WEEKEND</b>	<b>SUPPORT:</b>	<b>HOME/DIGITAL</b>
	POST MEAL SUPPORT 09:15 – 09:30	POST MEAL SUPPORT 09:15 – 09:30	POST MEAL SUPPORT 09:15 – 09:30	POST MEAL SUPPORT 09:15 – 09:30	POST MEAL SUPPORT 09:15 – 09:30		BREAKFAST 09:15-09:45	BREAKFAST 09:15-09:45
	SCHOOL 09:30 -10:30	SCHOOL 09:30 -10:30	SCHOOL 09:30 -10:30	SCHOOL 09:30 -10:30	SCHOOL 09:30 -10:30		POST MEAL SUPPORT/ 1-2-1 09:45-10:15	POST MEAL SUPPORT/ 1-2-1 09:45-10:15
	BREAK /SNACK 10:30 – 11:00	BREAK /SNACK 10:30 – 11:00	BREAK /SNACK 10:30 – 11:00	BREAK /SNACK 10:30 – 11:00	BREAK /SNACK 10:30 – 11:00		WELLBEING ACTIVITY / COPING SKILLS & STRATEGIES 10:15 – 12:30	WELLBEING ACTIVITY / COPING SKILLS & STRATEGIES 10:15 – 12:30
	SCHOOL 11:00 – 12:15	SCHOOL 11:00 – 12:15	SCHOOL 11:00 – 12:15	SCHOOL 11:00 – 12:15	SCHOOL 11:00 – 12:15			
	LUNCH PREP 12:15 – 12:30	LUNCH PREP 12:15 – 12:30	LUNCH PREP 12:15 – 12:30	LUNCH PREP 12:15 – 12:30	LUNCH PREP 12:15 – 12:30			
	LUNCH 12:30 – 13:15	LUNCH 12:30 – 13:15	LUNCH 12:30 – 13:15	LUNCH 12:30 – 13:15	LUNCH 12:30 – 13:15		LUNCH 12:30 – 13:15	LUNCH 12:30 – 13:15
	POST MEAL SUPPORT / <b>1-2-1 SESSIONS SLOTS</b> 13:15- 14:00	POST MEAL SUPPORT / <b>1-2-1 SESSIONS SLOTS</b> 13:15- 14:00	POST MEAL SUPPORT / <b>1-2-1 SESSIONS SLOTS</b> 13:15- 14:00	POST MEAL SUPPORT / <b>1-2-1 SESSIONS SLOTS</b> 13:15- 14:00	POST MEAL SUPPORT / <b>1-2-1 SESSIONS SLOTS</b> 13:15- 14:00		POST MEAL SUPPORT/ 1-2-1 13:15 – 14:00	POST MEAL SUPPORT/ 1-2-1 13:15 – 14:00
	SCHOOL 14:00 – 15:00	<b>MANAGING MOODS</b> <b>[10.08.2021]</b> <b>14:00 – 15:00</b>	SCHOOL 14:00 – 15:00	<b>MANAGING MOODS</b> <b>14:00 – 15:00</b>	Wellbeing Activity 14:00 – 15:00		WELLBEING ACTIVITY 14:00 -15:00	WELLBEING ACTIVITY 14:00 – 15:00
	BREAK /SNACK 15:00-15:30	BREAK /SNACK 15:00-15:30	BREAK /SNACK 15:00-15:30	BREAK /SNACK 15:00-15:30	BREAK /SNACK 15:00-15:30		BREAK / SNACK 15:00-15:30	BREAK / SNACK 15:00-15:30
	POST MEAL SUPPORT 15:30 -15:45	POST MEAL SUPPORT 15:30 -15:45	POST MEAL SUPPORT 15:30 -15:45	POST MEAL SUPPORT 15:30 -15:45	POST MEAL SUPPORT 15:30 -15:45		POST MEAL SUPPORT 15:30 -15:45	POST MEAL SUPPORT 15:30 -15:45
	<b>Motivation and Resilience</b> <b>Group</b>  <b>[Start: 16/09/2021]</b> <b>15:45-17:00</b>	<b>Food and Nutrition</b> <b>Group (ED)/ other</b>  <b>[Start 10.08.2021]</b> <b>15:45-17:00</b>  <b>1-2-1 SESSIONS SLOTS</b>	<b>Parents Group Non-ED /</b> <b>OT Related Group</b>  <b>[TBC mid sept]</b> <b>15:45-17:00</b>	Advocacy/ Community Meeting (Alternate Fortnightly) 15:45-17:00  <b>1-2-1 SESSIONS SLOTS</b>	<b>The Weekend Group</b>  <b>15:45-17:00</b>		COPING STRATEGIES & EVENING MEAL PREP 15:45 – 16:45	COPING STRATEGIES & EVENING MEAL 15:45 – 17:00
	Wellbeing Activity 17:00 -18:00	Wellbeing Activity 17:00 -18:00	Wellbeing Activity 17:00 -18:00	Wellbeing Activity 17:00 – 18:00	Wellbeing Activity 17:00 – 18:00		<b>HOME 16:45</b>	<b>HOME 16:45</b>
	<b>1-2-1 FT SESSIONS SLOTS</b>	<b>Parents Group ED</b> <b>18:00-19:30</b> <b>[07/09/2021]</b>	<b>1-2-1 FT SESSIONS SLOTS</b>	<b>1-2-1 FT SESSIONS SLOTS</b>				
	DINNER 18:00- 17:00	DINNER 18:00- 17:00	DINNER 18:00- 17:00	DINNER 18:00- 17:00	DINNER 18:00- 17:00			
18:45	POST MEAL SUPPORT	POST MEAL SUPPORT	POST MEAL SUPPORT	POST MEAL SUPPORT	POST MEAL SUPPORT			

Key: Groups highlighted in yellow  
**1-2-1 SLOTS ARE Bookable For Nursing / Psychology/ OT / FT/ Doctor via the 1-2-1 booking sheet**



# Examples of young people attending

- Young person with anorexia, significantly underweight and losing weight in the community despite regular support
- Young person with severe emetophobia (vomit phobia) and obsessive-compulsive disorder whose life became so restrictive that they were not able to leave the house
- Young person with high levels of anxiety, perceptual disturbances (seeing figures, hearing voices), strong suicidal thoughts and impulses, struggling to maintain adequate functioning in the community; diagnosis unclear
- Young person with severe depression, spending all of their time in their bedroom, not socialising or attending school, possible autism

Such young people would previously have been admitted to an inpatient unit.

Now we are able to offer a less restrictive option that provides the same intensity of therapeutic support but enables them to stay at home and connected with friends and family.

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# Progress to date

Berkshire CAMHS Tier 4 Alternative Model Development - Information for Transition Modelling													
	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Total
Expected Admissions to New Model	2	2	2	2	2	2	2	4	4	4	4	4	34
Actual Admissions to New Model	1	3	6	1	2	3	3	1	3	1	3	5	33

- ✓ **The service has accepted the expected number of YP for treatment in the transition year.**
- ✓ **Fewer young people have needed an inpatient admission as a result of the change in service model than anticipated.**
- ✓ **There have been a higher number of referrals for YP needing intensive treatment of an eating disorder than expected. This is in line with the continued increase in referrals to the specialist ED service (national and regional trend).**
- ✓ **Several young people have escalated to need acute paediatric admission for re-feeding and then needed transition to inpatient care. The YP have remained under the care of the Willow House team while at the Royal Berkshire Hospital, with good joint working across the teams and positive feedback from acute colleagues.**
- ✓ **The number of young people/families needing to access crisis support outside of core service hours has been very low.**
- ✓ **The number of incidents of self-harm has been significantly lower with this service model.**
- ✓ **There have been no serious incidents during the transition year.**
- ✓ **Service user feedback is positive.**



# Feedback from young people

When I first arrived at CAMHS Phoenix, I was very anxious and scared. Though it was a lot to get used to, the staff and patients were really friendly and supportive. The more I spent time at CAMHS Phoenix, the easier it was for me to fit in and feel safe. Since coming to CAMHS Phoenix, I have learnt to grow in myself and look past my anxiety. The group sessions and activities have really helped me know how to use strategies that can be life changing. Overall, my experience here has given me hope and a fulfilling future.

\*Safia, age 17y

\*pseudonym



# Feedback from young people

Before I arrived at Willow House, I was really nervous, with no idea of what to expect and I was dreading coming. My first day was pretty daunting, it was a bit like being at a new school, but I was surprised how quickly I made friends.

The best thing about Willow House is the staff. From the nurses to the psychologists to the therapists, they are all so kind and do everything they can to help you settle in.

Whilst I miss my normal school and friends, I know I'm in the right place to help me get better.

\*Emma, aged 15y

\*pseudonym

