
BOB ICS Response to the Healthwatch CAMHS Report

Report being considered by: Health and Wellbeing Board

On: 8 December 2022

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Item for: Discussion



1. Purpose of the Report

To provide an update from the on Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board's (BOB ICB) response to the recommendations made in the Survey Feedback report by Healthwatch West Berkshire on Child and Adolescent Mental Health Services (CAMHS) (February 2021) .

2. Recommendation(s)

For the Health and Wellbeing Board to note the responses provided by the Integrated Care Board to the recommendations made in the Healthwatch report and consider if additional work is required to address the points raised.

3. Executive Summary

This report provides an update on how the BOB ICB is responding to the issues raised in the Healthwatch report on CAMHS, which was first considered by the Health and Wellbeing Board in December 2021.

4. Supporting Information

4.1 Healthwatch West Berkshire undertook research with local patients and their families, regarding their experience of CAMHS. They published a report in February 2021 in which they made 12 recommendations for improvements to the CAMHS service. The report was subsequently presented to the Health and Wellbeing Board on 9 December 2021. Responses to each of the recommendations have been provided by the BOB ICS below.

4.2 Recommendations:

- 1. Decrease the waiting times for children and young people to receive a diagnosis, having been referred to CAMHS, to a level that is acceptable and reasonable.**
- 2. Decrease the amount of time taken for a child/young person and their parents/guardians to be seen by CAMHS for any reason following referral.**

BOB ICB is undertaking demand and capacity modelling across all CAMHS to establish investment gaps and opportunities for service improvements. Children Mental Health has been adopted as a priority both nationally and regionally. BOB ICB

will continue to invest in children's mental health as set out in the Long Term Plan and the BOB Operational Plan. We are continuing to work with the national team on what a clinically reasonable waiting times should look like for a national standard. The impact of the pandemic has meant an increase in referrals by 60% to CAMHS and the acuity has also increased; this is a significant pressure on the system. In addition to an increase in demand we are also experiencing workforce issues where there are insufficient people available to recruit to vacant posts. This is not a local issue, but unfortunately is a national situation. In order to mitigate BOB ICB has established a CAMHS Academy to work across the ICB to build a sustainable workforce strategy.

4.3 Recommendation:

- 3. Initiate an internal review as to why parents and guardians of young people who have been seen by CAMHS do not believe that it made any difference to their child. Develop an action plan to improve outcomes of the service.**

We have agreed to review the CAMHS specification this year to align it with the national recommended Thrive Model. This will include data capture of outcomes and effectiveness of interventions. We will initially be testing specific pathways to use outcomes reporting and improve the flow to the national mental health dataset. This will be in addition to quality reporting on the experience of families and young people using the service. Feedback from young people and their families will be part of our regular quality assurance and will be fed into service improvement action plan

4.4 Recommendations:

- 4. Improve the quality of information and advice that all children and young people and their families receive from CAMHS when they are discharged.**
- 5. Ensure that all children and young people and their parents and guardians are signposted to other mental and emotional health and wellbeing services as appropriate.**

Part of the CAMHS Transformation will include how we improve on step down from CAMHS and work with our wider children's services to ensure good quality transitioning. We are currently in discussion about how we can enable better links with the Voluntary, Community and Social Enterprise (VCSE) sector to enable young people to feel more supported in their journey to discharge from the service.

4.5 Recommendation:

- 6. Increase the support given to children and young people and their parents/guardians throughout the whole CAMHS journey from referral, diagnosis and treatment through to discharge or referral to another service.**

We will as part of the CAMHS Review look at the young person's journey to ensure they have the support they need in order to make progress and recover. This will be in the context of the Thrive model and building better integrated pathways with our local authorities' emotional wellbeing academies, Mental Health Support Teams (MHSTs) and the VCSE sector. We will be aspiring to the 'Getting it Right the First Time' principle. Young people and their families will be invited to contribute to the review and redesign of pathways.

4.6 Recommendations:

- 7. Improve communication between the CAMHS team and parents/guardians and children and young people being referred to the service at every stage of their CAMHS experience.**
- 8. Increase the number and quality of staff working within the CAMHS team to meet the needs of the children and young people and their families.**

The Long Term Plan investment will continue for the remainder of the programme as is specified and growing the workforce is part of our reporting to NHSE assurance.

4.7 Recommendation:

- 9. Ensure the most up to date Local Transformation Plan for Children and Young People's Mental Health in Berkshire West is fully implemented and all aims and objectives in any accompanying plans are fulfilled and reported to the Health and Wellbeing Board.**

The CAMHS Local Transformation Plan reports regularly to the Health and Wellbeing Boards on implementation and sign off the refreshed plans and priorities. This is part of the assurance process and it is anticipated that this will not change with the implementation of the BOB ICB.

4.8 Recommendation:

- 10. Ensure that all Public Health data relating to the ongoing mental health and wellbeing of children and young people in West Berkshire is regularly reported to the West Berkshire Health and Wellbeing Board and local service commissioners.**

The Joint Strategic Needs Assessment is developed in partnership between the local authority and the ICB as set out in our statutory duties. The JSNA is a key document and support the development of strategies and commissioning of services to improve the public's health and reduce health inequalities.

4.9 Recommendation:

- 11. Improve the preventative and early intervention services available to all children in West Berkshire in order to improve and maintain their mental health and wellbeing and help to prevent the number of referrals to CAMHS.**

The ICB continues to work in partnership with our Provider Trusts, Local Authorities and the VCSE to improve and expand the provision of preventative and early intervention services. We have a number of new initiatives and priorities to continue to deliver the vision of Future in Mind. This will continue to be a key priority for the CAMHS Local Transformation Plan (LTP).

4.10 Recommendation:

- 12. Improve communication and liaison between mental health services in schools and CAMHS to help ensure that children and young peoples' needs are met and there is clear and logical continuity of care across settings.**

The integration of emotional wellbeing academies, MHSTs and mental health pathways is a priority in the Refreshed LTP. We are currently looking at how we can improve information sharing to make sure children get to the right service first time and we are promoting the free DfE sponsored training that is available to schools to develop their Mental Health Leads.

5. Options Considered

A range of responses have been considered as part of the update of the LTP.

6. Conclusion(s)

The above responses show how the BOB ICS has responded to the Healthwatch CAMHS report. Further detail is provided in the refreshed LTP, which is the subject of a separate report on this agenda.

7. Consultation and Engagement

None

8. Appendices

Appendix A – Child and Adolescent Mental Health Services (CAMHS) Survey Feedback Report (February 2021)

Background Papers:

[Healthwatch Report – Child and Adolescent Mental Health Services, Health and Wellbeing Board, 9 December 2021](#)

Health and Wellbeing Priorities Supported:

The proposals will support the following Health and Wellbeing Strategy priorities:

- ☐ Reduce the differences in health between different groups of people
- ☐ Support individuals at high risk of bad health outcomes to live healthy lives
- ☒ Help families and young children in early years
- ☒ Promote good mental health and wellbeing for all children and young people
- ☐ Promote good mental health and wellbeing for all adults

The proposals contained in this report will support the above Health and Wellbeing Strategy priorities by delivering improvements to CAMHS.

Appendix A