

# Commissioning Better CAMHS in the South West

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# Our Aims

- In collaboration with Specialist Commissioning colleagues, support the South West CAMHS systems in achieving change.
- Stakeholders indicated that :
  - **Primary audience are commissioners**; they have such a central role in shaping the CAMHS system
  - A consensus on **‘what good looks like’** for CAMHS in the South West would be useful to them, adapting national best practice to fit our local context.
  - Develop a **map** of what services currently exist, capitalising on what is working well and identifying what doesn't work so well to share the learning.
  - These ‘products’ are also of **value to providers** who contributed to the model, and will want to benchmark themselves / adopt the principles
  - **Children, young people and their carers** - **signposting** what to expect



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# What we did

- Timescale **April 2014- October 2014** in line with the commissioning cycle.
- **Young Devon** carried out a series of **consultation events** with young people across the region
- We established the **regional CAMHS working group**; commissioners, clinicians, CAMHS providers
- We carried out **52 interviews** with stakeholders across the region
- We **surveyed all school nursing leads** in the region
- And then we pulled this together into **‘Commissioning Better CAMHS in the South West’**



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# What people told us

- Incredibly **creative and innovative** services in our region.
- The **system is complex**; but it is essential that the components work together
- Supporting children and young people is a far broader task than CAMHS alone can manage- **schools, local authorities and the voluntary sector are key partners.**
- Capacity needs to be built into the system to **enable collaboration** between the agencies and tiers
- **Early help is the best help**- and collaboration helps to avoid escalation wherever possible.



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# More of what people told us

- Moving away from 'traditional' CAMHS services; practitioners and service users **value accessibility, friendliness and flexibility**, in language that children, young people and their families can **understand**.
- **Seven day week** community CAMHS, available through extended hours works well to work therapeutically, manage risk, avoid escalation/crisis, and reduce the need for in-patient admission.
- **Collaborative crisis and contingency planning** is of real benefit, but is not always in place.
- We **do not have OOH on call services in all parts of the region**; benefits in cross CCG working?
- **Hospital care as close to home as possible** is best, and we need to identify ways of supporting families to manage travel and accommodation challenges.
- **Transitions**, particularly between adult services and CAMHS are an issue- protocols help clarify responsibilities and expectations.



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# People said that the most important things are....

- **Value base** of the service, a **positive and inclusive** attitude towards children young people and their families
- **Participation** - this is really valued by young people and has had transformative effects on services where it has been commissioned.
- The CAMHS system works best when **managed as a whole system**, linking tier 3 and tier 4 closely helps to avoid admission and shortens length of stay
- **Joint commissioning** through formal structures or local agreements is vital to enable the most **effective and efficient use of limited funding**.
- **Positive and collaborative inter-agency working** is central to the experience of young people using the service; commissioners are well placed to create the right conditions for this i.e. sufficient capacity, shared outcome measures, clear expectations.



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# A group of young people from across the South West created **10 wishes** for CAMHS

- 1.** Listen to me.
- 2.** Keep me informed about waiting times therapeutic options, transitions.
- 3.** Make the service more accessible.
- 4.** Talk to me about change- be clear and lay out expectations.
- 5.** Give me more information about CAMHS and other support services I can access.
- 6.** Be consistent with staff and appointments.
- 7.** Early help is the best help- more information for young people and professionals about mental health and support.
- 8.** Be friendly and care about me.
- 9.** Give me more support in school and in the community to give me earlier support and more coping methods
- 10.** More services, and in-patient units for tier 4 admission.



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