

# ‘What Good Looks Like at CAMHS’

A young person’s perspective



iapt

Improving Access to Psychological Therapies

# Consultation

- \* Young people led
- \* Across Devon, Cornwall, Somerset, Bristol and Torbay
- \* Paper based consultation and focus group
- \* Majority Current and Past Service Users
- \* Average length of CAMHS intervention by participants- 5 years.

## Key Themes

Referral and  
Assessment

What Good Looks  
Like?

Improvements and  
Moving Forward..

# Referral and Assessment

- \* Little knowledge about the service before referral- improve communication before initial appointment.
- \* Training need identified by young people for school staff about mental health- school is the 'safe place'.
- \* Consistency around referrals and individualised thresholds- functioning not thresholds.
- \* 'Opt-in' arrangement for parental involvement.
- \* Clear, consistent and well-advertised pathways of support.

# What Good Looks Like

- \* *'CAMHS is helping keep my mood to a calm level and gives me the essential tips to keep in a safe state of mind'*
- \* *'Means that I can talk in public and can talk to people other than my close family.'*
- \* *'I was able to go back to school having been off for a year.'*
- \* *'Gave me a quick recovery'*
- \* *'Once in the service, it was good and it helped a lot.'*
- \* *'The friendly nature of staff helped me'*
- \* *'Opening up about the big things that lead me to being ill.'*
- \* *'Showing me that talking won't mean the end of the world!'*
- \* *'Ultimately, although it has been a difficult journey, it's got me to where I am now. I'm alive and I've made friends and pretty much a full recovery- I wouldn't be alive without it.'*
- \* *'Being able to talk in a safe place.'*
- \* *'Talking to someone who understands and can tell me why I am the way I is.'*
- \* *'That they help with everything, such as what is going on, what happened at school and at*

# What Good Looks Like

- \* Timing is vital
- \* Ownership of therapy and medication.
- \* Consistency with staff at all levels
- \* Service user led appointments
- \* Less 'yo-yoing' in and out of services- points of contact and importance of signposting
- \* Support groups and recovery.

# Improvements and Moving Forward

- \* Embed consultation and service user participation culture across organisation.
- \* Waiting times and frequency of appointments
- \* Improve accessibility- opening hours, communication and community based clinics.
- \* Consider transitions to Adult Mental Health Services- saying goodbye and moving forwards.

# Young Peoples 10 Wishes at CAMHS

- \* Listen to me
- \* Keep me informed- about waiting times, therapeutic options, transitions
- \* Make the service more accessible.
- \* Talk to me about change- be clear and layout expectations
- \* Give me more information about CAMHS and other support services I can access
- \* Be consistent with staff and appointments
- \* Early help is the best help- more information for young people and professionals about mental health and support.
- \* Be friendly and care about me
- \* Give me more support in school and in the community to give me earlier support and more coping methods
- \* More local services and inpatient units for Tier 4 intervention.

# A challenge...

How will you embed one of the 10 wishes in your organisation?  
What practical steps can be taken to do this?  
What is the service wide aspiration?  
Is this goal shared with the team?

