

FOI154 Response

Request

To whom it may concern,

I write to request information from your NHS Trust under the Freedom of Information Act (2000).

If your NHS Trust is currently commissioned to provide outpatient/community Specialist (Tier 2, 3 or 4) Child & Adolescent Mental Health Services, I wish to know:

1. Do you provide a same-day response during working hours* for urgent concerns from service users, parents/carers, and professionals?
 - a. If yes, how many contacts have been received of this type each month over the period April 2017-April 2019, broken down by month?
 - b. What proportion of your overall clinical contacts for your CAMHS service does (1.a) represent over the same time period?

2. Do you provide same-day, out-of-hours* response to service users, parents/carers, and professionals?

- a. If yes, how many contacts have been received of this type each month over the period April 2017 – April 2019, broken down by month?
- b. What proportion of your overall clinical contacts for your CAMHS service does (2.a) represent over the same time period?

3. By what team(s) is this response provided?

E.g. by Single Point of Access Service, Intensive Home Treatment Team, 'generic' Specialist CAMHS Team, Paediatric Psychiatric Liaison Service, Crisis Team?

4. From what professional backgrounds are the staff providing this cover?

E.g. Nursing, Nursing and Allied Health Professionals, Social Workers, Psychologists, or all within the Multi-Disciplinary Team?

5. What do you provide within this cover?

E.g. telephone support/review only, same-day face to face response, day hospital/day assessment, place of safety/review within paediatric inpatient setting, review within Accident & Emergency Department. Is it whole or part-day only? Is there a time cut-off beyond which calls/queries are not responded to?

The answers to questions 1-3 inclusive would be appreciated in Excel-readable format tabulated by month please.

* In-hours defined as Monday to Friday, 9am to 5pm. Out-of-hours is any time outside of these hours as well as local or national Bank Holiday

Response

Background information:

Birmingham and Solihull Mental Health NHS Foundation Trust, Barnardo's and Autism West Midlands work together to provide emotional wellbeing and mental health services for children and young people in Solihull within our Child and Adolescent Mental Health Service, Solar. We provide multi-disciplinary assessment and treatment of children and young people with mental health or severe emotional and behavioural difficulties. The service currently accepts children and young people, until their 19th birthday, who are residents in the borough of Solihull, go to school or college in the Solihull borough, or have a Solihull GP. The CAMHS Solar service accepts referrals from GPs, schools, Social Services self-referrals from young people and parents/carers.

For information on children and young people in receipt of CAMHS services in Birmingham, please redirect your request to Forward Thinking Birmingham Service which is hosted by Birmingham Women's and Children's Trust.

1. Do you provide a same-day response during working hours* for urgent concerns from service users, parents/carers, and professionals?

The Trust's CAMHS service strive to provide a same day response for urgent concerns from service users, parents/carers and professional.

a. If yes, how many contacts have been received of this type each month over the period April 2017-April 2019, broken down by month?

Please refer to the attached Spreadsheet and note the following,

- The data provided illustrates the number of attended contacts within the Solar Crisis Team per month from the period of April 2017 – April 2019.
- The consultation mediums included are Face to face, video, telephone, and proxy contacts.
- Working hours for same day response is between 9am to 5pm on weekdays.

b. What proportion of your overall clinical contacts for your CAMHS service does (1.a) represent over the same time period?

Please refer to the attached Spreadsheet and note the following,

- The data provided illustrates the number of attended contacts within the Solar Crisis Team per month from the period of April 2017 – April 2019.
- The consultation mediums included are Face to face, video, telephone, and proxy contact.
- Working hours for same day response occurs between 9am to 5pm on weekdays.

2. Do you provide same-day, out-of-hours* response to service users, parents/carers, and professionals?

The Trust's CAMHS service (Solar) provide a same day, out of hours response on weekdays between 5pm to 8pm and 8am to 8pm weekends.

a. If yes, how many contacts have been received of this type each month over the period April 2017 – April 2019, broken down by month?

Please refer to the attached Spreadsheet and note the following,

- The data provided illustrates the number of attended contacts within the Solar Crisis Team per month from the period of April 2017 – April 2019.
- The consultation mediums included are Face to face, video, telephone, and proxy contacts.
- Working hours for out of hours response occur between 8am to 8pm and weekends.

b. What proportion of your overall clinical contacts for your CAMHS service does (2.a) represent over the same time period?

Please refer to the attached Spreadsheet and note the following,

- The data provided illustrates the number of attended contacts within the Solar Crisis Team per month from the period of April 2017 – April 2019.
- The consultation mediums included are Face to face, video, telephone, and proxy contacts.
- Working hours for same day response occur between 8am to 8pm and weekends.

3. By what team(s) is this response provided?

A response is provided by the following specific teams within the Trust's CAMHS service,

- Core CAMHS
- Eating Disorders
- Crisis, Learning Disability
- IAPT Primary Mental Health
- LATCH (Looked After Children)
- Mental Health Support Teams (MHST)
- School Team,
- Psychiatric Liaison

4. From what professional backgrounds are the staff providing this cover?

The following professionals provide same day response,

- Medical - Psychiatrists
- Psychologists
- Nurses
- Occupational Therapist
- Youth Workers
- Social worker

5. What do you provide within this cover? E.g. telephone support/review only, same-day face to face response, day hospital/day assessment, place of safety/review within paediatric inpatient setting, review within Accident & Emergency Department. Is it whole or part-day only? Is there a time cut-off beyond which calls/queries are not responded to?

The Trust's CAMHS service (Solar) works in many ways with children and young people and depending on their needs the following is provided,

- Supporting teachers, youth workers and people working with young people, as well as offering training on how to spot mental health difficulties.
- Employment of Specialist Mental Health Workers to support children and young people with mild or moderate mental health difficulties.
- Our psychologists, psychiatrists, therapists, social workers, and community nurses provide more specialist services. These professionals work with children and young people with complex mental health difficulties.
- We also work with and support children and young people who may need very specialist treatment, which could involve hospital care.

Solar supports the following outcomes for children young people and their families and carers:

- Improved emotional wellbeing and mental health for children, young people, and their carers so that they are more resilient, able to manage their mental health needs and have a life which is not defined by their mental illness.
- Children and young people with emotional wellbeing and mental health needs are identified early and supported in community settings including schools, reducing the need for access to more specialist mental health services.
- Children and young people receive mental health services locally, within their own community and close to home, and do not need to be admitted to inpatient services.
- Young people experience a seamless transition to adult services.
- Parents and carers promote the emotional wellbeing of their children.
- Children, young people, and their carers feel well informed and supported.
- Parents and professionals in universal services such as schools and primary care feel more confident about responding to emotional wellbeing needs and are clear about when and how to refer on for additional help.
- Improved outcomes for children and young people who are looked after and adopted through reduced placement disruption and breakdown.
- Children, young people, and families design and influence the arrangements for emotional wellbeing and mental health services.

The delivery of these services is facilitated via telephone support to the child/ young person, carer/ parent, other healthcare professional or teacher or social worker.

Please note that all requests are reviewed daily between 08.00 – 17.00 and urgent/ crisis referrals are also reviewed between 17.00 - 20.00.

Furthermore, same day face-to-face or planned appointment will take place depending on the child and young person's needs and can take place in their own home setting, in a clinical setting or via digital contact.