

ENHANCING FAMILY SUPPORT	
Indicator number	MH4
Indicator name	Enhancing family support
Indicator weighting (% of CQUIN scheme available)	
Description of indicator	This CQUIN is designed to incentivise providers to explore innovative ways of supporting families to remain engaged in young people's care whilst in hospital
Numerator	
Denominator	
Rationale for inclusion	<p>Young people receiving care as an in-patient within a secure CAMHS hospital are often in hospital for significant periods of time and can be placed some distance from their families. This can make the continued engagement of families problematic as they may face significant cost and travel pressures.</p> <p>Continued engagement of the family is a fundamental aspect of the young person's care will enhance the young person's experience of care and may assist with eventual transition from secure services.</p>
Data source	Provider generated reports transferred to commissioners by secure email using NHS Net
Frequency of data collection	Quarterly
Organisation responsible for data collection	Provider
Frequency of reporting to commissioner	Quarterly
Baseline period/date	No baseline period
Baseline value	No baseline value
Final indicator period/date (on which payment is based)	Q4 2014/15
Final indicator value (payment threshold)	Q4
Final indicator reporting date	In quarterly monitoring for Q4 (end March 2015)
Are there rules for any agreed in-year milestones that result in payment?	No

Are there any rules for partial achievement of the indicator at the final indicator period/date?	Providers are offered 5 working days to clarify submission data in the event of queries from commissioner.
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Milestones

Date/period milestone relates to	Rules for achievement of milestones (including evidence to be supplied to commissioner)	Date milestone to be reported	Milestone weighting (% of CQUIN scheme available)
Quarter 1	<p>The provider must submit the following:</p> <p>Quarterly reporting template submitted to illustrate:</p> <ul style="list-style-type: none"> • Actions currently taken by the service to actively support and encourage family engagement including the use of technology e.g. Skype etc. • Development of family survey that will identify both good practice and potential problems with engagement. Should as a minimum include, <ul style="list-style-type: none"> ○ Frequency and usefulness of meetings Responsible Clinician and other members of the care team ○ Travelling difficulties e.g. distance or gaps in public transport ○ Quality of visiting environment 		

Date/period milestone relates to	Rules for achievement of milestones (including evidence to be supplied to commissioner)	Date milestone to be reported	Milestone weighting (% of CQUIN scheme available)
	<ul style="list-style-type: none"> ○ Helpfulness of service information given to families ○ Financial hardship ○ Need for accommodation ○ Families view of the care and treatment provided for the young person and the families engagement in that care and treatment 		
Quarter 2	<p>The provider must submit the following:</p> <p>Quarterly reporting template submitted to illustrate:</p> <ul style="list-style-type: none"> ● Administer above survey to families of current in-patients and provide copy of survey to commissioners ● Provide audit data using enclosed audit tool that demonstrates, <ul style="list-style-type: none"> ○ There has been an assessment of family needs and functioning ○ That systemic/family/carer needs have been identified ○ That interventions to meet these assessed needs are care planned and considered within CPA 		

Date/period milestone relates to	Rules for achievement of milestones (including evidence to be supplied to commissioner)	Date milestone to be reported	Milestone weighting (% of CQUIN scheme available)
	<ul style="list-style-type: none"> ○ That unmet needs are identified and an explanation is given as to why they are not possible to meet ○ Care plans and CPA documentation includes formulation of a systemic nature and that this formulation informs treatment planning ○ Discharge planning includes evidence of consultation with family/carers; psycho education with family, handover to stakeholders and family ○ That there is evidence of family engagement from pre-admission to discharge planning for every completed episode of care 		
Quarter 3	<p>The provider must submit the following:</p> <p>Quarterly reporting template submitted to illustrate:</p> <ul style="list-style-type: none"> • Summary of findings from survey and audit identifying key issues 		

Date/period milestone relates to	Rules for achievement of milestones (including evidence to be supplied to commissioner)	Date milestone to be reported	Milestone weighting (% of CQUIN scheme available)
	<ul style="list-style-type: none"> Development of action plan informed by above but must include actions to improve information packs given to families considering the development of virtual tour of the unit. 		
Quarter 4	<p>The provider must submit the following:</p> <p>Quarterly reporting template submitted to illustrate:</p> <ul style="list-style-type: none"> Report detailing progress against action plan as above Report describing those issues identified by survey but not within the control of provider. These will be collated by commissioners to form a report to the Clinical Reference Group for Secure CAMHS 		

Rules for partial achievement at final indicator period/date

Final indicator value for the partial achievement threshold	% of CQUIN scheme available for meeting final indicator value