

HEALTH AND WELLBEING BOARD: 7 JULY 2016**REPORT OF HEALTHWATCH LEICESTERSHIRE****CHILD AND ADOLESCENT MENTAL HEALTH SERVICES (CAMHS)
UNIT****Purpose of report**

1. The purpose of this report is to present the findings of Healthwatch Leicestershire's Enter & View visit to the Child and Adolescent Mental Health Services (CAMHS) Unit at Coalville Community Hospital (Ward 3) on the 23 February 2016 (**Appendix 1**).
2. As part of our work programme, HWL decided that there needed to be a dedicated focus on Children, Young People and Families (CYPF). The project has consisted of three strands of work which are part of our CYPF Series:
 - Enter & View CAMHS Unit visit
 - 'Listen to Me: #YoungVoicesMatter' Report
 - Parents Quick Poll

What is Enter & View?

3. Healthwatch Leicestershire (HWL) has the statutory power to enter and view adult health and social care services to get a feel for how they are delivering (The duty does not apply to the observing of any activities that relate to the provision of social care services to children). This power is set out in the Health & Social Care Act 2012 that established Healthwatch.
4. Enter & View visits are carried out as 'announced visits' where arrangements are made between the HWL team and the service provider, or if certain circumstances dictate as 'unannounced' visits. To date, HWL has not had cause to do this.
5. Enter & View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.
6. At HWL, the Enter & View and Safeguarding (E&VnS) Working Group meets bimonthly to oversee the delivery of the statutory power, with oversight for safeguarding issues and concerns.

Background

7. There were a number of strategic drivers for conducting the visit:

- The Healthwatch remit covers the breadth of health and social care services children and young people might use, including Child and Adolescent Mental Health Services (CAMHS).
 - The Government's ambition over the next five years (by 2020) to support improvements in Children and Young People's mental health and wellbeing services.
 - There is an interest in the CAMHS Service from people across Leicestershire following the relocation to Coalville Hospital from Oakham House.
8. This was an announced visit. HWL had previously visited Coalville Community Hospital as part of our Enter & View programme to Wards 1 & 2 on the 6 and 20 January 2016.
9. The purpose of the Enter & View visit was to:
- *View a CAMHS Unit and see how it works*
 - *Observe the delivery of care and support given to young people*
 - *Find out insights on waiting times for admission and referral process – (This was a particular request made to Healthwatch by the Children and Families Services at our regular meetings)*
 - *Capture the experience of young people and staff of a CAMHS Unit*

Visit Findings

10. Relationships between young people and staff

Young people told us that there is a positive relationship between them and the staff. The young people told us that the staff were supportive and we got a strong view from the young people that we spoke with that they liked the Unit and the feeling of home it provides.

11. Schooling arrangements

There is an onsite school (provided by the Children's Hospital School) and the Education Co-ordinator told us that there is limited space, which has meant that not all the young people can be taught together.

12. Activities

We saw evidence of a well developed programme of activities (therapeutic and social) for young people. We saw two timetables in the Unit, one for education and one for activities. The weekly activities include; pool tournament, baking group, quiz, young people meeting, DVD evening and swingball or games.

13. Carers' Assessments

We were told that there had been training for staff about support for carers, however we noted that Carers' Assessments are not routinely offered. We recommended that this is an area of practice that needs to be reviewed. In light of the Care Act (2014), Carers' Assessments should be offered and implemented as good working practice.

14. Leicestershire Partnership Trust (LPT) responded to the recommendations listed in the report and issued a media release (**Appendix 2**) containing feedback on the report findings and recommendations.

Recommendations to the Health and Wellbeing Board

15. The Health and Wellbeing Board is asked to note the findings and consider any actions for improvement of the service and the system as a whole outlined in the report.

16. The Board is asked to note that this report is to be presented at the:

- West Leicestershire Clinical Commissioning Group (WLCCG) Quality & Performance Committee (19 July 2016)
- Voluntary Action Leicestershire (VAL) Children, Young People & Families (CYPF) Forum (16 August 2016)

17. The Board is invited to suggest where else the report may be presented.

Officer to Contact

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List of Appendices

17. Appendix 1 - Enter & View Report Child and Adolescent Mental Health Services (CAMHS) Unit

18. Appendix 2 - LPT Media Release: Independent report praises the quality of care given to young people at LPT's child and adolescent mental health services unit at Coalville Community Hospital

Relevant Impact Assessments

Equality and Human Rights Implications

19. Healthwatch Leicestershire is aware that the Public Sector Equality Duty (PSED) applies to all functions of public authorities that are listed in Schedule 19 Equality Act 2010. Schedule 19 list does not include Healthwatch England or Local Healthwatch organisations, however as bodies carrying out a public function using public funding we are subject to the PSED general duty.

20. Healthwatch Leicestershire is committed to reducing the inequalities of health and social care outcomes experienced in some communities. We believe also that health and social care should be based on a human rights platform. We will utilise the Equality Act 2010 when carrying out our work and in influencing change in service commissioning and delivery.

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