

Croydon Children and Young People  
Scrutiny Committee –  
Emotional Wellbeing and Mental Health  
23<sup>rd</sup> June 2020

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# Off The Record Covid-19 Response



Off the Record offers a range of mental health services to young people in Croydon up to age of 25 including counselling; groups; online services; refugee support; community outreach and young carers' services.

## Immediate steps taken:

- Closed buildings to face-to-face support from 17<sup>th</sup> March and after a brief pause to re-organize, re-started all services offering remote mental health support through telephone, video or online services
- Immediately expanded capacity in our existing text-based online counselling provision which was able to continue unaffected by lockdown
- Moved all face-to-face counsellors to working remotely from home, maintaining full service capacity
- Started screening calls to all 900 young people registered with our young carers' service
- Maintained telephone contact with all young refugees known to the service

Created website sign up for counselling. **After initial drop in new referrals for counselling, self-referrals are now higher than pre-lockdown levels particularly in online counselling service.**



Registered Charity No 1051144

# Off the Record

## New service delivery to meet Covid-19 needs

- Significant expansion of resources and social media work through extension of staff hours. Created 'Coping with Covid-19' resource hub for YP on OTR website with news, events, competitions, written, video and audio resources including resources in community languages
- Started new Saturday Support service with direct access to counsellors on Saturday mornings
- Re-launched interactive online webinar programme for young people on Covid-related topics (21 webinars delivered over last 8 weeks in partnership with Croydon Drop In staff)
- Established bi-weekly 'Have Your Say' consultation sessions with YP
- Online workshop programme in July for parents of Y6 children worried about transition to secondary school. Extended service offer planned for August to support secondary age students across exam results period

### The Future?

- Remote service delivery has proved very successful with increased service take-up and enhanced service offer.
- Some face-to-face counselling and community outreach groups will resume within next few weeks for those who feel unable to easily access remote offer e.g. young refugees but enhanced remote service offer will be maintained for foreseeable future

**[www.talkofftherecord.org](http://www.talkofftherecord.org)**

# Croydon Drop In

## Covid-19 Response



CDI supports infants, children, young people and families since 1978 offering Information, Advocacy, Counselling, Outreach, Training and Health Education in the Croydon Community & local Schools

- No C-19 outbreak in staff group although some colleagues have lost family members
- Since the suspension of face to face services on 17<sup>th</sup> March all delivery moved overnight to phone/online
- Main Issues: anxiety, low mood, loneliness, family relationships, self-esteem, suicidal ideation, panic, anger and sleeping difficulties
- Equipped all frontline and back office staff with laptops and phones
- Set up 'Virtual' Talkbus with a daily helpline **07592 037823**
- Concern for Children Looked After and young refugees being re-traumatised through enforced containment
- Concern for disenfranchised cohorts in transition (Nursery/Yr 6/GCSE/A Level/University leavers)
- Referrals dipped in first 10 weeks and now showing a rise as the lockdown eases
- Set up **Care For Croydon Collective** – fortnightly webinar for practitioners to share good practice – **Locked Down, Locked In But Not Locked Out**
- Completed a community-based art project online 'C-19 Into Tomorrow'
- Invited to be in newly-formed voluntary sector group **Parental Army**





# What's working well?



- Majority of young people accepted offer of phone/online support
- Investment in and use of technology means our services will be greatly enhanced in future to offer possibilities of unrestricted geographical reach enabling delivery of more non face to face interventions
- Meeting challenge to deliver services in school settings: Counselling, Mental Health Support Team, Young Londoners Fund
- Rise in contact with parents/carers/guardians
- Collective response from the local Croydon Voluntary Sector to support Statutory provision
- Recruitment/Line Management/Clinical Supervision/Appraisals/Team Meetings have all continued online
- Established a weekly online Staff Forum which is proving crucial to be able to offer colleagues opportunity to meet and talk about significant issues such as the pandemic and consequences following the death of George Floyd
- Staff WhatsApp group set up and 'virtual' staff residential was held
- Our Young People's Participation group have met weekly to design 'life story' clay pots, make music and find peer support



We are looking forward to a staggered start back for all services from Monday 6<sup>th</sup> July



[www.croydondropin.org.uk](http://www.croydondropin.org.uk)

## Croydon CAMHS Status – Referrals & Clinical Activity

- Where we are now:-
- Remote assessment and treatment is primary mode of delivery. This has been accepted by the majority of families and has enabled continued contact with CYP already on caseload / waiting list.
- Remote means telephone, text, chat, video calls, often a mixture of these - whatever the child/young person has been able to engage with.
- Face to face appointments offered either in office , hospital or home if necessary
- Incoming referrals continued to be triaged in the SPOC ( joint single point of referral with social care) which has continued operating remotely. Referrals which were urgent or complex and in need of attention to avoid deterioration were accepted and offered appointments.
- CWP's and EMHP's have continued to provide services insofar as possible, including providing materials for schools
- EPEC (Empowering Parents, Empowering Communities) providing materials for parents and professionals, free on social media
- Referrals which were able to be dealt with via signposting to online resources or VCS were signposted rather than adding them to the waiting list.
- **As of week beginning 8 June the service is open to all referrals as prior to COVID.**
- Exceptions have been :-
- Families who didn't accept remote appointments
- Neurodevelopmental assessments, ie ASD, which require interactive play and school observations. New referrals were not added to the waiting list -if there were other urgent issues these were addressed.

## Croydon CAMHS Status – Urgent / Crisis Care and System Support

- Urgent/crisis care and inpatients-
  - 1 General Adolescent ward closed - consideration being given to reopening timescale in liaison with NHSE and SLP and also reopening of children's ward
  - Enhanced response and home treatment services
  - 24 hour crisis line introduced with extended hours for specific expert CAMHS advice
- Beginning now to see escalation in inpatient admissions and crisis calls, expect this to continue
- Croydon CAMHS Crisis Team
  - Mon-Fri 9am-10pm, Saturdays 9am-5pm
  - Telephone assessments for CYP in A&E where safe to do so (good feedback received)
  - Face to face offer when necessary and safe to do so
  - 7 day follow ups
- System
  - Continue to attend all panels / MDT / partner agency meetings remotely

# Croydon CAMHS Status – Data

Referrals sharply down and lower acceptance rates; new ways of working have maintained activity

Directorate  
CAMHS

Referrals Received - reported by the CAMHS Service delivering input

ReferralDate

01/04/2019 31/05/2020

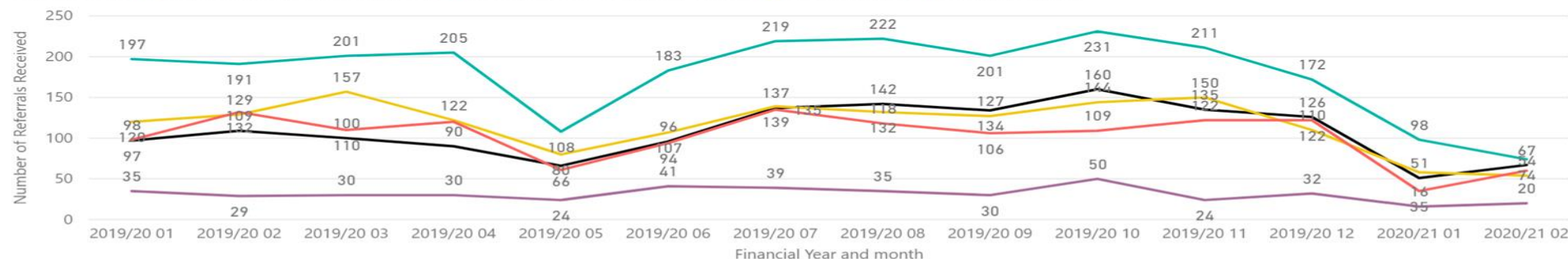
Data Extract date

03/06/2020 01:54:02

Referrals received by service by referral received month

Referrals Received by Month - New referrals only

SubServiceLine ● CAMHS National & Spec Outpatients ● Croydon CAMHS ● Lambeth CAMHS ● Lewisham CAMHS ● Southwark CAMHS



Referrals Received by Month - New referrals only

FYYear	2019/20												2020/21			Total
SubServiceLine	01	02	03	04	05	06	07	08	09	10	11	12	Total	01	02	To...
Croydon CAMHS	197	191	201	205	108	183	219	222	201	231	211	172	2341	98	74	172
Lewisham CAMHS	120	129	157	122	80	107	139	132	127	144	150	110	1517	58	54	112
Lambeth CAMHS	97	109	100	90	66	96	137	142	134	160	135	126	1392	51	67	118
Southwark CAMHS	98	132	110	120	61	94	135	118	106	109	122	122	1327	35	60	95
CAMHS National & Spec Outpatients	35	29	30	30	24	41	39	35	30	50	24	32	399	16	20	36
<b>Total</b>	<b>547</b>	<b>590</b>	<b>598</b>	<b>567</b>	<b>339</b>	<b>521</b>	<b>669</b>	<b>649</b>	<b>598</b>	<b>694</b>	<b>642</b>	<b>562</b>	<b>6976</b>	<b>258</b>	<b>275</b>	<b>533</b>

This report shows all new referrals received by the service where the CCG of the patient is Croydon, Lambeth, Lewisham and Southwark. This will include referrals which were rejected when reviewed by the service.



# Activity Dashboard: March to May



Comparison CYP Waiting by Weeks							
Month	0-4wks	5-11wks	12-18wks	19-38wks	39-51wks	52+	Total
March	59	173	109	181	62	0	584
Todate	42	64	112	184	22	1	425
Variance	17	109	-3	-3	40	1	159

### Referral and Waiting list Narrative

Decrease in referral rate due to Pandemic.  
Waiting list showing a downward trend due to the pre Covid waiting list initiative and monitoring of ongoing case allocation

Contacts by month										Total
Fyear/month	March			April			May			
Type of appointment	F2F	Phone	Video link	F2F	Phone	Video link	F2F	Phone	Video link	
Attended	581	570	49	74	780	243	76	714	383	3470
Cancelled by Patient	67	6	2	4	9	11	1	14	21	135
Cancelled by Trust	144	7	1	14	3	3	1	5	6	184
DNA	58	102	4	7	142	32	12	126	46	529
Other	76	8	3	11	9	7	3	10	5	132
Total	926	693	59	110	943	296	93	869	461	4450

### Appointment Type Narrative

The service has been responsive to ensure flexibility in offering urgent face to face appointments  
Service provision managing demand with both telephone calls and video link appointments as required.

### Capacity Narrative

21% delivered face to face  
59% delivered phone calls  
19% delivered video links  
The appointment duration are highlighting an upward trend due to the new ways of working for completing new Assessments

Contacts Attended		
Type of Contact	Total	Percentage
Face to Face	731	21.07%
Phone	2064	59.48%
Video link	675	19.45%
Total	3470	100%

Total contacts by Outcome		
Outcome Type	Total	Percentage
Attended	3470	77.98%
Cancelled by Patient	135	3.03%
Cancelled by Trust	184	4.13%
DNA	529	11.89%
Other	132	2.97%
Total	4450	100%

### Contacts Outcome Narrative

78% attended booked appointments  
3% of patients cancelled  
4% were Trust cancellations  
12% DNAs, below national target of 13%

## Croydon CAMHS Status – National Reset

**The CAMHS reset strategy is set within the context of the national COVID-19 reset and embraces system, service, team and pathway level :**

- managing capacity and demand within inpatient and community mental health and learning disability and autism services
- patient and carer/family engagement and communication
- workforce considerations
- legal guidance on applications of the Mental Health Act and COVID-19 Bill.

*From 'Managing capacity and demand within inpatient and community mental health, learning disabilities and autism services for all ages (NHSE/1 March 2020)'. Guidance for NHS England regions, NHS Improvement, commissioners (CCG or specialised commissioning), providers, social workers, local authorities, experts by experience, clinical experts, independent chairs for care and education and treatment reviews and others who may be involved in pathways of care, especially Education for CYP.*

**The CAMHS reset strategy is set within the context of borough, Trust and regional (SWL ICS and NHS London) reset strategies.**

## Croydon CAMHS Status – Reset

- Remote working will be the default option. Proposals to increase face to face will be risk assessed and implemented when the environmental risks have been minimised
- Priority for face to face will be given to cases which cannot be addressed remotely either due to inability or unwillingness to accept online/remote working or need for interactive engagement as for ASD .
- Wellbeing assessments for staff- ongoing- to establish needs for home working to continue
- Environmental assessment of buildings and action plan to make COVID-safe assessments to be produced 20/06, action plan for Croydon will be similar to others ie
  - 2 metre distancing for staff
  - Limitation on how many staff in building at one time/rota
  - PPE
  - Screens
  - Signage
  - Floor markings
  - Masks (implemented 15/06/20)
  - Staggered appointments, patients admitted one at a time and have to wait to be admitted
  - Enhanced cleaning regime
- ASD assessment will continue to be problematic so long as CYP are not in school, liaison will be needed with schools to see what information may be possible to obtain, and possibly only provisional diagnosis can be made unless/until there is return to school.

## Croydon CYP System Reset – EWMH

- SLaM CAMHS reset being viewed as a single system- inpatient-national/specialist- crisis services- local teams. Services provided free eg EPEC online need to be considered as part of the package on offer
- CAMHS itself is within the overarching Croydon system with multiple partners.
- Croydon system reset informed by national guidance and considering role of VCS, social care, and schools- school re-opening arrangements. Will be a crucial part of planning – ensure all involved.
- How does the system share its intelligence for families affected by COVID?
- Particular need to consider welfare /wellbeing of parents/carers who may be anxious/traumatised/bereaved/subject to loss of income/job and less able to support their children . Referral of children may be self-defeating if parents/carers can't also be supported.
- Opportunity to review Croydon system as partners, to agree how to prioritise resources to meet the needs of our young people and families.
- Croydon system review agreed for ASD assessments