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

Karen Stott, Director Off the Record
Gordon Knott, Director Croydon Drop In
Harold Bennison, CAMHS Service Director, SLaM NHS FT
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 17th 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.
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
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 17th 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 6th July
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.
  - CWPs and EMHPs 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

Referrals Received - reported by the CAMHS Service delivering input

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

Financial year and month

Number of referrals received

Referrals Received by Month - New referrals only

FYear SubServiceLine 2019/20 01 02 03 04 05 06 07 08 09 10 11 12 Total 2020/21 01 02 Total Total

Croydon CAMHS 197 191 201 205 108 183 219 222 201 231 211 172 2341 98 74 172 2513

Lewisham CAMHS 120 129 157 122 80 107 139 132 127 144 150 110 1517 58 54 112 1629

Lambeth CAMHS 97 109 100 90 66 96 137 142 134 160 135 126 1392 51 67 118 1510

Southwark CAMHS 98 132 110 120 61 94 135 118 106 109 122 122 1327 35 60 95 1422

CAMHS National & Spec Outpatients 35 29 30 30 24 41 39 35 30 50 24 32 398 16 20 36 435

Total 547 590 598 567 339 521 669 649 598 694 642 562 6976 258 275 533 7509

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

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

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

<table>
<thead>
<tr>
<th>Type of Contact</th>
<th>Total</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Face to Face</td>
<td>731</td>
<td>21.07%</td>
</tr>
<tr>
<td>Phone</td>
<td>2064</td>
<td>59.48%</td>
</tr>
<tr>
<td>Video link</td>
<td>675</td>
<td>19.45%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>3470</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
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Contacts Outcome Narrative
78% attended booked appointments
3% of patients cancelled
4% were Trust cancellations
12% DNAs, below national target of 13%

Contacts Outcome by Outcome

<table>
<thead>
<tr>
<th>Outcome Type</th>
<th>Total</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Attended</td>
<td>3470</td>
<td>77.98%</td>
</tr>
<tr>
<td>Cancelled by Patient</td>
<td>135</td>
<td>3.03%</td>
</tr>
<tr>
<td>Cancelled by Trust</td>
<td>184</td>
<td>4.13%</td>
</tr>
<tr>
<td>DNA</td>
<td>529</td>
<td>11.89%</td>
</tr>
<tr>
<td>Other</td>
<td>132</td>
<td>2.97%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>4450</strong></td>
<td><strong>100%</strong></td>
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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/I 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.