



**healthwatch**  
Bristol



## YOU SAID, WE DID: YOUNG HEALTHWATCH CHILDREN AND YOUNG PEOPLE'S MENTAL HEALTH AND WELLBEING

Children and Young People told Healthwatch Bristol they needed more support to develop their resilience and wellbeing before they became ill with a mental health illness. Healthwatch Bristol responded by choosing Children and Young People's Mental Health and Wellbeing as our focus topic for January-March 2015. Find out what we heard and what we did with that feedback between February 2014 and April 2015.

# YOU SAID, WE DID: YOUNG HEALTHWATCH

## CHILDREN AND YOUNG PEOPLE'S MENTAL HEALTH AND WELLBEING

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This report is a summary of Healthwatch Bristol's Young Healthwatch work. For information about Young Healthwatch and to read our reports about what young people have told Healthwatch, visit the Young Healthwatch section of the Healthwatch Bristol website at [www.healthwatchbristol.co.uk/about-us/young-healthwatch](http://www.healthwatchbristol.co.uk/about-us/young-healthwatch)

“RAISING  
AWARENESS  
OF GETTING  
YOUNG  
PEOPLE TO  
HAVE A PART  
IN HEALTH  
CARE  
SYSTEMS”

Feedback from a young person attending the Healthwatch Bristol Open Advisory Group about Children and Young People's Wellbeing when asked what the most significant outcome of the event was for her.

## Section 1 - Young Healthwatch Our Story

Young Healthwatch is one part of Healthwatch Bristol. Young Healthwatch gives children and young people a strong voice in health and social care services. The projects Young Healthwatch works on are constantly evolving as we react to the feedback young people give us and the ideas they present us with.

### Young Healthwatch Aims:

- Collect feedback from children and young people
- Engage young people in projects through which they can influence health and social care
- Empower young people to tell their own story
- Enroll young people as Healthwatch Volunteers and help them to develop skills and share their and their peers' views, experiences, issues and concerns.

### Young Healthwatch: Who have we heard from and how?

#### Young Healthwatch Events

We have hosted two events for children and young people to attend and take part in fun activities, think about health issues and have their say about health and social care services.

#### Young Healthwatch Event February 2014:

#### We asked young people to set the priorities for Young Healthwatch.

Over 40 young people aged between 13-20 years and involved with Bristol Black Carers, Mentality project, Barnardo's HYPE, South Gloucestershire Youth Board, Bristol Children's Hospital Youth Council, Young Carers, Somerset Rural Youth Project, Young Adult Carers and KIDZ attended our Young Healthwatch event. The young people attending the event, told Healthwatch their key issues and areas they wanted Young Healthwatch to focus on over the coming year. The three key messages they shared with Healthwatch were:

- Mental Health, Young Carers and Transition from Children's to Adult services are top priorities
- The Right to be Listened to was most valued out of the values in the NHS Constitution
- Next steps were to identify groups of young people to work on what needs to change and how

Since the February event, Young Healthwatch has worked with children and young people, schools, voluntary sector and community groups and statutory services to address the three key messages shared with us by young people.

Read the 'Young Healthwatch Event Report February 2014' at <http://tinyurl.com/o2rejdb>

## **#YHWBeingMe Event, October 2014:**

**We held a follow up Young Healthwatch event to further explore mental health and the pressures young people face.**

#YHWBeingMe was held on 28 October in Bristol and included a circus skills workshop, outdoor cooking sessions, information and activities from the Bristol and South Gloucestershire Children's Weight Management Services, blog writing and social media take over and plenty of opportunities for young people to have their say and tell their story. The event was attended by 25 young people aged 11-19 years. A report is available at the following link: <http://tinyurl.com/nv4z2w8>

The main theme from the feedback given by children and young people attending the event was that they needed and wanted more early wellbeing, resilience and mental health support before they encountered mental health issues.

## **January-March 2015 Quarter Focus: Children and Young People's Services**

**We selected children and young people's services as the focus of Healthwatch Bristol's work.**

Based on the feedback Healthwatch had received from children and young people and the current re-commissioning of Children's Community Health Services, the Healthwatch Bristol Advisory Group selected Children and Young People's Services as the main focus of Healthwatch Bristol's quarter 4 work plan. Over the quarter, Healthwatch Bristol collected feedback from children, young people and families about their mental health and wellbeing. On 30 March, Healthwatch Bristol held an open advisory group which was attended by young people, parents, carers and professionals. The event included presentations from Healthwatch Bristol, Healthwatch Young Champions, Bristol City Council, Bristol Clinical Commissioning Group, NHS England Youth Forum, Barnardo's, Contact A Family, UWE Student Union and Bristol City Youth Council. The meeting ended with a question and answer session during which young people asked commissioners and service providers questions about mental health services for children and young people.

## **Young Champions - volunteering roles for young people**

**We recruited and trained young people as Young Champions.**

Healthwatch Bristol support young people to train and volunteer as Young Champions. As a Young Champion, the young person will represent the views of other people from their youth group, community group, health related group or school and work with Healthwatch to ensure children and young people are involved in the development of health and social care services. Young people can also be involved in the following activities:

- Young Commissioner: becoming a member of the Healthwatch and Bristol Clinical Commissioning Group Young People's Reference Group and inputting to the current re-commissioning of Children's Community Health Services
  - Young Commentator: writing for the Healthwatch Blog
- W: <http://www.healthwatchbristol.co.uk/young-healthwatch>

All young volunteers attend a training session and receive a Volunteer Record Folder to help them record all the skills they develop and groups, events and meetings they attend with Healthwatch. In March 2015, Healthwatch Bristol trained 10 young people as Young Champions. The Young Champions have launched a Twitter account which they will manage (@YHWbristol).

The Young Champions and Healthwatch Bristol are planning a 'Wellbeing Walk' around Bristol to raise awareness of Young Healthwatch and youth participation groups across Bristol. We plan to work with Bristol City Youth Council, Off the Record and Bristol Children's Hospital.

### Working with children's services commissioners

#### Young People Reference Group with Bristol CCG/CSU:

We worked with Bristol Clinical Commissioning Group to include young people in the development of Children's Community Health Services.

Healthwatch has been working with Bristol Clinical Commissioning Group (CCG) to support a group of young people to be involved in the re-commissioning process for Children's Community Health Services in Bristol, South Gloucestershire and North Somerset (2014 - 2017).

Results so far: The young people volunteering on this project were supported by Healthwatch Bristol and staff from Bristol CSU to design their own service pathway for Children's Community Health Services. The pathway that they designed is now included as a key part of the service model specification which is to be released for consultation this month.

The group continues to meet and Healthwatch and Bristol CCG are working together to gather feedback from children, young people and families regarding the re-commissioning of Children's Community Health Services. Up and coming sessions will provide the opportunity for young people to meet commissioners face-to-face and to create a young people's version on the Consultation Document.



## Online and Social Media:

### Our Stories Blog:

We asked you to write a blog post to share your story.

Healthwatch Bristol created the 'Our Stories' blog to encourage people of all ages and both service users and providers to share their story. The aim of the blog is to improve communication and understanding between different people involved in health and social care services. People can submit a blog post to Healthwatch to share their story on line. W: <http://healthwatchbristol.co.uk/blog/> Current blogs include Fatima's recount of being a teenager and receiving cancer treatment, Grace's tips on how to deal with stress and anxiety, medical student Tom's advice for young people wanting to pursue a health and social care related career and Jenna's recount of how starting her own business improved her wellbeing.

### Young Healthwatch Video:

We made videos of young people sharing their opinions about health and social care services.

Healthwatch commissioned local media group First Born Creatives to produce a series of short videos featuring children and young people who have been involved with Healthwatch speaking about their experiences of health and social care services and encouraging others to get involved with Healthwatch. These videos are available on the Healthwatch Bristol website in the Young Healthwatch section. W: <http://tinyurl.com/nv4z2w8>

## Working with other children and young people's groups and organisations

### Your Voice, Your Wellbeing workshops:

We ran workshops in schools and youth groups.

Based on the feedback Healthwatch has received from Children and Young People (for example during engagement in schools, youth groups and at events), Healthwatch has worked with Off the Record to develop a 'Your Voice, Your Wellbeing' workshop which been delivered in secondary schools and youth groups to support pupils to learn about health and social care services and commissioning structures, encourage young people to comment on the services they have used, raise awareness and discuss health and social care issues and introduce them to a positive way of thinking about mental health and building their resilience. Reports on all of the 'Your Voice, Your Wellbeing' workshops carried out with schools and youth groups in Bristol are available on the Healthwatch Bristol website in the Young Healthwatch section. W: <http://tinyurl.com/nv4z2w8>

## **National Children's Bureau and Council for Disabled Children, 'Our Rights' Project:**

**We worked with national organisations to promote the NHS Constitution to children and young people.**

Healthwatch Bristol is working with the National Children's Bureau (NCB) and Council for Disabled Children (CDC) to develop their 'Our Rights' project. The project will create a website and resources for workshops to inform young people of their rights under the NHS Constitution.

Through engagement work with Claremont Special School, Healthwatch Bristol identified a need to support young people with complex needs and disabilities to be involved in their care and understand their rights when accessing NHS services. Healthwatch is currently working with NCB and CDC to ensure the 'Our Rights' resources are accessible to children with physical disabilities and learning disabilities and demonstrate how they can be used to support children with complex needs. Three sessions will be facilitated by Healthwatch Bristol and Claremont Special School staff with post-16 pupils at the school.

## **Bristol Children's Hospital:**

**We spoke to patients and families at the Bristol Children's Hospital.**

Healthwatch Bristol has formed a close and ongoing relationship with Bristol Children's Hospital.

Healthwatch Bristol held a stand in the Bristol Children's Hospital in July 2014 to collect feedback from service users and their families. A report has been produced detailing all the findings. The majority of the feedback was very positive, but where patients and their families had raised areas for improvement, Healthwatch made recommendations for the hospital to consider. University Hospitals Bristol NHS Trust responded to the Healthwatch report and have taken steps to address the issues raised. W: <http://tinyurl.com/pdgszlt>

Healthwatch Bristol attended the Children's Hospital's *Up the Pace* event. Children and young people with pace makers and their families attended the event and took part in several workshops provided by the hospital. Healthwatch Bristol led a role play activity with the younger children attending the event in which they were asked to act out a meeting between a doctor, child (patient) and their family. The role plays revealed how much detail young children take in about the appointments they attended and how they value doctors speaking to them in language they can understand.

Healthwatch Bristol supported Bristol Children's Hospital to hold a day event for young people who have been patients on the renal and cardiac wards at the Children's Hospital.

The event encouraged the attendees to think about their experiences of treatment and what they would like the hospital to do for future patients. Healthwatch provided funding for a media company to film young people talking about their experiences of treatment. The videos will be used within the Children's Hospital to support young people receiving treatment.

### **Teenage Cancer Trust:**

#### **We spoke to patients receiving cancer treatment.**

Following a meeting with the Teenage Cancer Trust, Healthwatch delivered a 'Your Voice, Your Wellbeing' workshop on the Teenage Cancer Ward at Bristol Oncology Hospital. A report is available on the website. The report was shared with the hospital team and the team have invited Healthwatch Bristol back to repeat the workshop with different patients.

W: <http://tinyurl.com/pdgszlt>

### **Young Carers and Young Adults Cards:**

#### **We heard from Young Carers.**

Healthwatch is working with The Carers Support Centre to develop cards which young carers can use to alert people to their status as a young carer. Healthwatch is also working with Bristol Children's Hospital to develop cards which young adults can use when they begin to access adult services to remind health care professionals that they have recently transitioned from children's services and as such may struggle with the different environment and treatment style of adult services.

### **Sensory Heaven and Healthwatch Tell Us Your Story Through Art Workshop:**

#### **We got creative!**

Healthwatch Bristol worked with Sensory Heaven to run an interactive and creative art workshop to gather feedback from young children. Whilst making collages on the theme of 'Being Healthy' the children discussed how they appreciate health professionals speaking to them in a friendly manner and giving them stickers or certificates for 'being brave'. The workshop also showed that creative activities are a great way of engaging children and young people and enabling them to talk about health issues and concerns in a safe and non-threatening activity session.

### **Bristol Parent Carers:**

#### **We spoke to parents and carers.**



Bristol Parent Carers worked with Healthwatch Bristol to develop a survey about children and young people's experiences of accessing support for their mental health and wellbeing which was relevant to the parents and children Bristol Parent Carers support. The survey was distributed by Bristol Parent Carers and completed copies returned to Healthwatch Bristol. All returned forms are entered into a prize draw for a shopping voucher.

Bristol Parent Carers and Healthwatch Bristol will continue to meet quarterly so that the feedback collected by Bristol Parent Carers can be included in Healthwatch Quarterly Issues and Concerns reports.

## Section 2 - You Said...

“Days off timetable at school to focus on wellbeing are a good idea.”

Student at Bristol  
Metropolitan Academy

### Schools and Wellbeing

- We need more emotional wellbeing and mental health support in schools
- Wellbeing days or days off timetable to learn about mental health, building resilience and stress management are a good idea
- School Nurses - Who? Where? What do they do?
- School nurses need re-branding to make them more approachable. They could be called ‘School Health Advisors’, promote themselves more or allow students to contact them by email.

“School should play upbeat music and you could do some quick exercises or yoga before lessons start.”

Student at Bristol  
Metropolitan Academy

“Fund a group of people who go into schools and talk about mental health and depression in an interactive way.”

Student at Bristol  
Metropolitan Academy

## You Said....

### Voluntary and Community Sector Groups

- You said that voluntary and community sector organisations and groups support you to maintain your wellbeing and build your resilience.
- You shared that you value youth groups and out of school activities and want them to keep being funded.
- People working for voluntary and community sector groups and services said that they provide support to young people with mental health issues, but often do not receive any support or training from mental health services.

*\*LPW = Learning Partnership West*

“I like that the group is only for people over 12 years and not for little kids. If there are little kids around, they get all the attention.”

14 year old boy  
attending LPW\* group

“a lot of people would be lost without this place”

Feedback about LPW\* group in Southmead from a parent

“They’ve shut Henbury Youth Club. I used to play pool there and wasn’t in trouble with the police as much then.”

Pupil at St Matthias Park Pupil Referral Unit

“Groups and youth centres get started and then shut down because funding runs out. This isn’t fair as you just get involved and it becomes part of your life, then it’s gone.”

Pupil at St Matthias Park Pupil Referral Unit

## You Said....

### CAMHS (Children and Adolescent Mental Health Services)

- Young people said that CAMHS appointments are structured around talking to a member of staff about 'your problems', but this does not suit everyone and can be intimidating (especially if it takes place in a formal environment). Young people suggested an alternative approach could be to invite young people to take part in activity days or group trips to help them build trust with staff and have positive experiences.
- Access to CAMHS for children with additional needs was highlighted as a problem and it was reported by parents and carers that CAMHS was not always able to meet the specific needs of their children.
- Young people asked for home visits from CAMHS workers as those who had an experience of anxiety or depression said it had been difficult for them to leave the house to attend appointments.
- Young people asked that CAMHS workers are clear on what will happen before, during and after treatment and are honest about the level of support they can offer.
- Young people shared negative experiences of being discharged from services too soon or without follow up support and of professionals not referring them to other services.

## You Said...

### CAMHS (Children and Adolescent Mental Health Services)

“CAMHS works for some people, but not everyone. There needs to be an alternative for people who aren’t happy talking to someone about everything.”

Student at City of Bristol College

“CAMHS don’t want to talk.”

Young person at Kids Co Drop In

“CAMHS make you go through a set of questions instead of just giving you space to talk and say what you need.”

Freedom LGBTQ group member

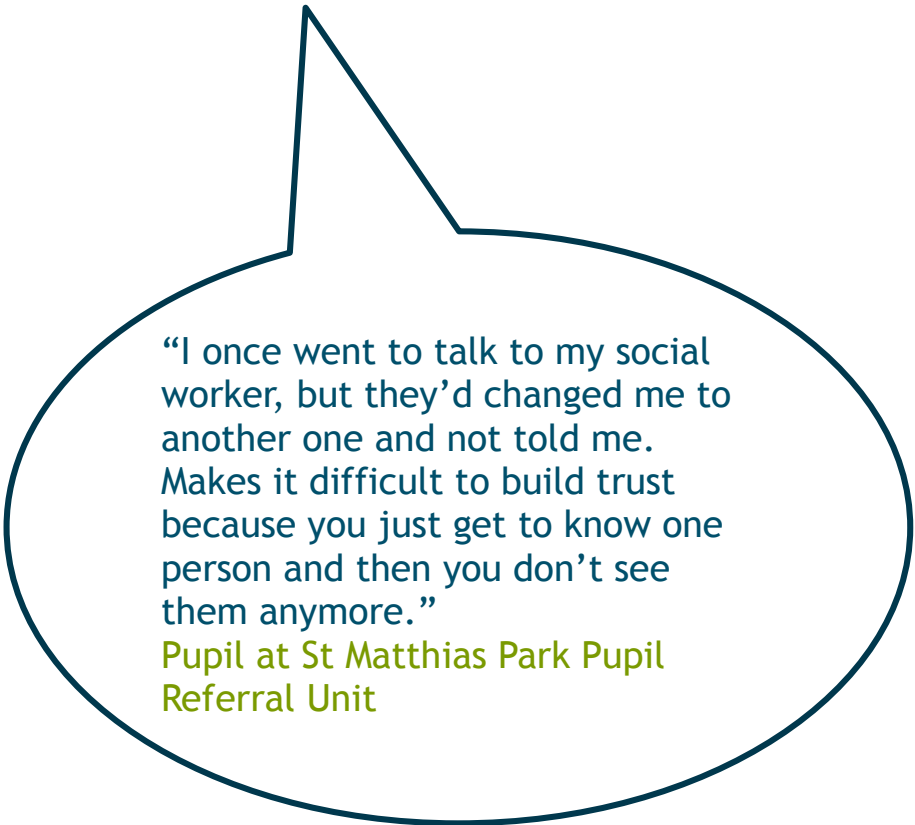
“CAMHS didn’t refer me to anything for adults or for gender issues.”

Freedom LGBTQ group member

## You Said...

### Social Services

- In general young people said they were reluctant to trust social workers.
- As an alternative to social workers, young people suggested having “lots of youth centres you can drop into with mentors you can talk to at your own pace.”




“I once went to talk to my social worker, but they’d changed me to another one and not told me. Makes it difficult to build trust because you just get to know one person and then you don’t see them anymore.”

Pupil at St Matthias Park Pupil Referral Unit



## You Said...



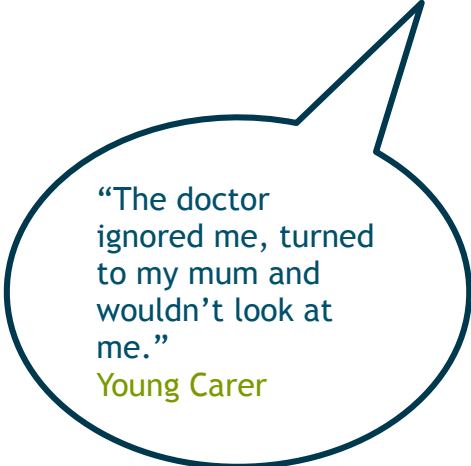
“Health professionals assume we don’t know what we’re talking about”

Young carer

### Young Carers

Young Carers told Healthwatch:

- They had experienced problems collecting prescriptions from doctors and pharmacies for the person they cared for.
- That they are often ignored by health professionals and not included in decisions about the treatment of the person they care for.
- They are asked to translate for parents with English as a second language.
- Young carers not offered enough support.



“The doctor ignored me, turned to my mum and wouldn’t look at me.”

Young Carer

## You Said...

“School have been fab”  
Parent carer

### Parents, carers and children and young people with disabilities

The following issues were shared with Healthwatch by Bristol Parents Carers and Contact A Family and gathered by Healthwatch Bristol during engagement with children and young people with disabilities.

- Parent carers need support from services with their own wellbeing and mental health needs. This support is not only required when their child receives a diagnosis, but needs to be ongoing.
- 4 out of the 10 parent carers who responded to Healthwatch Bristol’s Children and Young People’s Mental Health and Wellbeing Survey said they did not feel comfortable or happy going to get help for their child’s mental health or wellbeing.
- Children and young people with learning disabilities and/or physical disabilities are not always consulted by medical staff for their opinions about their treatment or involved in decisions about their care. For example, children and young people who are fed by PEG tubes, do not always get told what food is being put through their feeding tube.
- There need to be more accessible leisure activities for children and young people with disabilities. For example, there are not enough accessible swimming sessions available at swimming pools in Bristol.

“Nurses are fine,  
but sometimes  
hospitals scare me”  
Young person  
attending a youth  
group for young  
people with  
learning disabilities  
at The Hive.

“Hengrove Leisure Centre  
offer a weekly one hour  
accessible session at 5pm on a  
Sunday. [But] there are no  
buses on Sunday evenings [and  
no] staff with specialist  
training”  
Bristol Parent Carers

## You Said....

### Good services should:

- Be based in community buildings or youth centres
- Have opening hours that suit young people (for example evenings and weekends)
- Use fewer forms
- Be flexible

“Instead of having GPs and hospitals and everything separate, there should be Community Hubs which people can drop into and ask for support with their health (physical and mental). You could also have the library there and someone to get money tips.”

Student at Bristol Metropolitan Academy

“[Brook] don't judge or criticise you and give you helpful advice [...] you can talk to them about other things and not just sex stuff. You can talk to them about things like depression or relationships.”

Student at City of Bristol College

“Offer the opportunity to meet with a volunteer before having an appointment - that's what The Laurels do.”

Freedom LGBTQ group member

## You Said....

### Technology vs Face-to-Face

Could services use technology (apps, websites, online forums, email) to improve how they support children and young people?

- Young people said that face-to-face interaction with staff is good for building trust. Many young people said that it would be difficult for them to trust someone and discuss mental health issues via email or through an app and there were also concerns about how confidential information would be if shared via an app.
- Young people said that technology would be a good method for initial contact with services, but face-to-face appointments still need to be provided.
- Young people commented that not all children and young people have access to apps and computers and so there need to be alternative ways to contact services.
- Skype appointments were suggested as an alternative to face-to-face appointments, for example with GPs.

“[Social media] can be good for spreading knowledge and helping each other, but there’s pro ana social stuff and it’s awful for my health; it’s been helpful for support.” (\*Pro Ana Sites share photographs of extremely thin men and women with the aim of encouraging views to lose weight.)

Young person attending #YHWBeingMe event

## You Said....

### Good staff should:

- be open and honest
- show empathy
- be gentle
- communicate
- listen
- show they want to do their job

“It’s nice when  
nurses offer you a  
cup of tea.”

Pupil at Claremont  
School



Healthwatch Young Champions setting up their own Twitter profile (@YHWbristol) to encourage more young people to get involved in improving health and social care services.

## Section 3: We did.....

You told Healthwatch Bristol what you wanted from children and young people's services, now see what we did next...

- Look at our **NEW** Healthwatch Bristol You Said We Did interactive poster <http://tinyurl.com/qdfoap5>

### **Bristol Clinical Commissioning Group:**

Healthwatch Bristol has shared all the feedback we have heard from children and young people with the Bristol Clinical Commissioning Group who are currently re-commissioning Children's Community Health Services. More information about the re-commissioning is available at: <http://tinyurl.com/oteuen8>

### **Bristol City Council:**

Healthwatch Bristol shared the feedback we have heard from children and young people with Bristol City Council who are currently developing a Bristol Youth Strategy and who commission the Bristol Youth Links services.

### **The Parliamentary Taskforce for Children and Young People's Mental Health and Wellbeing:**

Healthwatch Bristol shared the feedback we have heard from children and young people with Healthwatch England who inputted to the national taskforce with a responsibility for reviewing children and young people's mental health and wellbeing. To read the report visit: <http://tinyurl.com/lej6pej>

### **Healthwatch England Roundtable - Healthwatch, children and young people: The role of local Healthwatch:**

Healthwatch England invited Healthwatch Bristol to speak at a roundtable event hosted by Healthwatch England and attended by representatives of children and young people's groups and organisations including Action for Children, Barnardos, Bliss, Council for Disabled Children, CLIC Sargent, National Deaf Children's Society and NSPCC. Healthwatch Bristol gave a presentation about our Young Healthwatch work and answered questions regarding how voluntary sector organisations and local Healthwatch can successfully work together to raise awareness of the health needs and experiences of young people and involve young people in influencing services. The roundtable attendees praised Healthwatch Bristol's work



with children and young people and many were keen to be involved in future Young Healthwatch projects.

### **The Healthwatch Network:**

All the feedback provided by the group has been inputted to Healthwatch Bristol's database of issues and concerns and included in the Healthwatch Bristol Quarterly Reports. Healthwatch shares these reports with Healthwatch partners including Bristol CCG, Bristol City Council, The Care Quality Commission, NHS England and Healthwatch England. The reports are also presented to the Healthwatch Bristol Advisory Group to propose further uptake of the issues identified in this report. The reports are available on the Healthwatch Bristol website ([www.healthwatchbristol.co.uk](http://www.healthwatchbristol.co.uk)) and circulated to our mailing lists via the monthly e-bulletin.

Your feedback has been shared locally and nationally so that the voices, experiences and opinions of children and young people living in and around Bristol are acknowledged and acted upon to bring about change and improvement in the support given to children and young people.

But the work does not stop here! Read on to find out what's next for Young Healthwatch and how you can get involved....

## Section 4 - The future of Young Healthwatch:

### Pre-school and Primary School aged children:

Healthwatch Bristol aims to work more with pre-school aged children and primary school aged children and their families.

### Wellbeing Walk:

Healthwatch Young Champions have decided they would like to do a summer activity to fundraise for children and young people's health services and raise awareness of involvement opportunities for young people in health services. Young Healthwatch plans to work with Bristol City Youth Council to arrange a 'Wellbeing Walk' around Bristol which young people and families will be invited to take part in.

## How can you get involved? Tell Us Your Story...

Healthwatch Bristol want to hear from you about your experiences so that we can tell services your needs to create the best local services.

**What do you think needs to happen next to improve health services?**

**Complete our NEW #YHWBeingMe survey**

W: <https://www.surveymonkey.com/s/NJ6FPVW>

**Or get in touch in one of the following ways:**



Text us - text bris followed by your message to 07860 021 603



email us at [info@healthwatchbristol.co.uk](mailto:info@healthwatchbristol.co.uk)



Call us: 0117 2690400



Write to us at: Healthwatch Bristol,  
The Care Forum, The Vassall Centre,  
Gill Ave, Fishponds, Bristol, BS16 2QQ

Or visit our website to see more at: [www.healthwatchbristol.co.uk](http://www.healthwatchbristol.co.uk)

## Section 5 - National research and projects

Young Healthwatch has a role to play nationally as well as locally. We keep up to date with national projects and research and make sure young people in Bristol have their voices heard across the UK. Here's our pick of children and young people's news!

### The Parliamentary Taskforce for Children and Young People's Mental Health and Wellbeing

- Healthwatch Bristol shared the feedback we have heard from children and young people with Healthwatch England who inputted to the national taskforce with a responsibility for reviewing children and young people's mental health and wellbeing.
- The taskforce has now published their report which outlines a number of proposals the government wishes to see by 2020. These include:
  - tackling stigma and improving attitudes to mental illness;
  - introducing more access and waiting time standards for services;
  - establishing 'one stop shop' support services in the community and improving access for children and young people who are particularly vulnerable.
- The report sets out how much of this can be achieved through better working between the NHS, local authorities, voluntary and community services, schools and other local services. It also makes it clear that many of these changes can be achieved by working differently, rather than needing significant investment.
- Anna Bradley, Chair of Healthwatch England, said: "The increasing importance being placed on mental health at the moment is really encouraging, and the Government should be applauded for both the intent behind this report and for promising additional investment in children's mental health services. [...] Whatever happens, local Healthwatch is, and will continue to be, a reality check on the ground for reviewing the access to and quality of CAMHS."
- W: <http://tinyurl.com/ka3vhdo>

### New models published for commissioners

- NHS England has published a new model for targeted and specialist services for the Children and Adolescent Mental Health Service, which is relevant for range of emotional and behavioural difficulties.
- It provides a best-practice template for local commissioners to provide individualised specifications with treatment providers. It also involves children, young adults and their parents and carers.
- W: <http://www.england.nhs.uk/2015/01/09/camhs/>

### Use of smartphone apps to provide mental health care

- A variety of smartphone apps exist to try and help those who have poor mental wellbeing.

- Buyers are warned that a lot of these apps have little or no evidence behind them to test their effectiveness.
- However others, such as Viary (made by the Swedish company Hoa's Toolshop), have shown to have promising early results when tested by people with depression and undergoing cognitive behavioural therapy.
- There is a call for further investment into technologies that can be used alongside traditional treatments.
- W: <http://www.bbc.co.uk/news/health-31168070>

### Young carers' experience

- In a recent survey of young carers between the age of 8-15, 48% of people admitted feeling stressed but 51% reported of being proud of being a carer.
- To combat the isolation that some young carers have reported, Carers Trust have launched a new website and online community called Babble, which will provide support and friendship for young carers under 18
- W: <http://tinyurl.com/pyekbu9>

### YoungMinds: New research on parents' battle for help for their children

- A survey by YoungMinds of over 350 parents involved in its Parents Say project has revealed some of the problems parents face when dealing with Child and Adolescent Mental Health Services (CAMHS).
- YoungMinds is working with NHS England to support the participation of parents and carers to improve mental health services for children and young people through its Parent Say consultative group.
- W: <http://tinyurl.com/kvfopcn>

### Mental health and behaviour in schools

This Department of Education report provides guidance to primary and secondary schools on how to support students with their mental health and wellbeing. It includes:

- how and when to refer to Child and Adolescent Mental Health Services (CAMHS)
- practical advice to support children with emotional and behavioural difficulties
- strengthening pupil resilience
- tools to identify pupils likely to need extra support
- where and how to access community support

W: <http://tinyurl.com/q7d23dz>

## Find out more about Young Healthwatch:

To read our Young Healthwatch reports, watch our Young Healthwatch videos and find out more about volunteering as a Young Champion, visit:

[www.healthwatchbristol.co.uk/about-us/young-healthwatch](http://www.healthwatchbristol.co.uk/about-us/young-healthwatch)

To read the 'Our Stories' blog, visit: [www.healthwatchbristol.co.uk/blog](http://www.healthwatchbristol.co.uk/blog)

Or email us at: [info@healthwatchbristol.co.uk](mailto:info@healthwatchbristol.co.uk)

This report was written by Ellen Devine, Healthwatch Bristol Service Coordinator.