

**Follow-up on our review of Greenwich  
Child and Adolescent Mental Health  
Services (CAMHS):**

**June 2020**

## Why are we publishing this report?

Using key themes from our engagement with service users and service providers, in 2018, we published a preliminary report on Child and Adolescent Mental Health Services (CAMHS) in Greenwich. This report builds on our earlier work and follows up on how our recommendations have been addressed.

## What did we do?

In January 2020, we held a meeting with the Royal Borough of Greenwich (RBG) Children Services, South East London Clinical Commissioning Group (Greenwich) and Oxleas NHS Trust. In March 2020, we held a further meeting with RBG Public Health. The purpose of these meetings were to identify progress in addressing our recommendations, as detailed below.

## What did we find out?

### Access for seldom heard groups - our recommendation:

**Undertake a health equality audit to identify if the current policies and procedures impact on the take up and use of CAMHS by children and young people, parents, and carers from BAME and seldom heard communities.**

In 2019, the Royal Borough of Greenwich (RBG) carried out a health equality audit covering children's mental health. Public Health led this work. The main findings were:

- SEND<sup>1</sup> and CAMHS in Greenwich identifies a higher proportion of mental health needs amongst White British children and young people and a lower proportion in Black and Asian children and young people.
  - This is consistent with national data on rates of disorder amongst ethnic groups<sup>2</sup>. However, national studies suggested that stigma attached to using mental health services and seeking help may contribute to differing prevalence rates amongst ethnic groups.

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<sup>1</sup> The term 'SEND' refers to the system that works with children and young people with Special Educational and Disability Needs. For more information see <https://www.gov.uk/children-with-special-educational-needs>

<sup>2</sup> <https://files.digital.nhs.uk/A6/EA7D58/MHCYP%202017%20Summary.pdf>

- In contrast, young black men (aged 18-25) in crisis are overrepresented Adult Mental Health Services in Greenwich. This finding is also consistent with national data.
- White British children are more likely to be referred to CAMHS than Black and Asian Children across all referral sources.
  - Young people from Middle Park, Sutcliffe, Eltham West and Kidbrooke areas are most likely to use CAMHS services. Within RBG, these areas have the highest proportion of White British young people.
  - However, once referred, acceptance into CAMHS does not appear to be associated with ethnicity; meaning, there are equal rates of acceptance into the service.

For RBG Public Health, the findings will be used in future planning to support children - see next steps below. Likewise, for the SEL CCG (Greenwich), the audit provided local evidence. It helped to unpick the referral process from all angles e.g. schools, GPs, self-referrals etc. More broadly, the audit has made stakeholders aware of the accessibility to mental health services for children and young people and has led to a new programme of work, as identified below.

#### Next steps:

- RBG Public Health will work with faith groups to increase engagement and deepen understanding of mental health needs in ethnic minority communities. Although currently on hold due to the national health emergency, the Covid-19 pandemic has brought to light the importance of mental health and wellbeing, and RBG and partners plan to resume this project.
- RBG Public Health will work with Adult Mental Health Services to identify whether, before admittance for inpatient care, young black adults in crisis were known to services as a child. Undertaking this work will help to look at what support/services might have prevented young adults going into crisis, and therefore help design pathways for young adults. However, this project is now on hold due to the Covid-19 pandemic.

### Children and young people's services - our recommendations:

- Respond to foster carer requests for access to training and provide an update on accessing training and development for carers and parents.
- Provide an update in response to the Government's review of the Children and Mental Health Services (phase one) and the CQC review.

### Access to training for foster carers

To access training, foster carers discuss training needs with their Supervising Social Worker. This ensures the most appropriate training is offered and the right support is put in place. The Fostering Service shares information on foster carer training with all foster carers. Courses include:

- Valuing Identity & the importance of Life Story work
- Supporting & Empowering Young People with their sexual and gender identity
- Safer Caring
- Transitions and endings for the foster child and foster carer
- Understanding Teens
- Secure Base Model
- Understanding and caring for the traumatised child & young person
- Advanced Parenting Skills

Courses are run throughout the school year. In addition, foster carers can access training from specialist mental health providers. The Looked-After Children CAMHS team can also tailor training. For children known to CAMHS, skills-based groups are available for foster parents, in addition to support with attachment issues. A broader package of care is available, including, child-carer psychotherapy and video guidance. National Institute for Health and Care Excellence (NICE) guidelines<sup>3</sup>.

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<sup>3</sup> are used to design all training and groups. <https://www.nice.org.uk/guidance/ng26>

## Response to the Government's review of the Children and Mental Health Services (phase one) and the Care Quality Commission (CQC) review

In 2017, the CQC published their national review of mental health services for children and young people<sup>4</sup>. The findings of the report revealed that there was a variation in both accessibility and quality of services, as well as a variation in the way different parts of the system were commissioned and overseen. It also found that not all professionals working with children and young people, such as schools and GPs, were able to identify mental health problems or help find the right support for children and young people. Additionally, the review found that access to care was particularly difficult for vulnerable children, for example, children in care and children with a learning disability. From their findings, the CQC stated that the below are indications of good practice:

- Involving children, young people and carers when improving the way services are designed
- Collaboration between teams and professionals in services
- Collaboration between different organisations and services
- Education and training for staff, children, young people and their families

### Greenwich response (SEL CCG (Greenwich), RBG, Oxleas Greenwich CAMHS)

 The CQC report *Review of Children and Young People's Mental Health Services* from 2017 is a key publication, along with *The Five Year Forward View for Mental Health* and *Future in Mind: Promoting, protecting and improving our children and young people's mental health and wellbeing*, and more recently the *NHS Long Term Plan* which further reinforces the commitment to achieving the goals set out in the five year forward view. These publications all inform the national agenda and our *Local CAMHS Transformation Plan*.

In 2015/16 every Clinical Commissioning Group (CCG) in the country was asked to submit a local CAMHS Transformation Plan. This set out how local areas would work together when delivering against the national children mental health agenda. Since the initial submission, CCGs submit a refreshed CAMHS Transformation Plan annually, which details progress made against Key Lines of Enquiry (KLOE) including, but not

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<sup>4</sup> [https://www.cqc.org.uk/sites/default/files/20171103\\_cypmhphase1\\_report.pdf](https://www.cqc.org.uk/sites/default/files/20171103_cypmhphase1_report.pdf)

limited to: crisis care; eating disorders; access to evidence-based mental health provision; health and justice; and early intervention to psychosis.

The CQC report highlights several issues, including the variation in access to mental health services across the country and the distance from home that some of our young people have to go if they need inpatient treatment, leaving no doubt that services must work in a joined up way to effectively support children and young people with their mental health needs. Locally, our recent collaborative efforts are outlined in our CAMHS Transformation Plan Refresh<sup>5</sup>. There are several examples of successful joined-up working both in Greenwich and across South London. These include our joint bid to deliver Mental Health Support Teams in Schools in Greenwich (more detail below); the development of a co-located post for a Health Justice and Liaison worker; and the work across the South London Partnership that has dramatically reduced the distance from home for South East London young people in hospital. However, we recognise that there are improvements still to be made. Locally we know we need to improve the awareness of the range of support available, both specialist and non-specialist, across disciplines and all agencies. We have a Mental Health and Wellbeing ‘signs and symptoms guide’<sup>6</sup> in Greenwich, which has been part of the work undertaken to increase awareness of the range of support available to children and families.

Improving awareness of the available support has been identified as a priority. A multiagency project team has been reviewing this, with the aim of taking forward any resulting recommendations from 2021. This work builds on progress to date (outlined below). Priorities for this work include:

- Reviewing pathways to develop a clear route for accessing support.
- Creating and embedding a culture of good mental health and wellbeing.

Additionally, as part of the response to Covid-19, mental health and wellbeing advice is being promoted widely locally and nationally. London wide the [Good Thinking](#) campaign is providing a lot of valuable information about looking after your mental health. SEL CCG is undertaking the [Free your Mind](#) campaign and locally Greenwich

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<sup>5</sup> <http://www.greenwichccg.nhs.uk/About-Us/our-plans/Documents/CAMHSLTP1920%20v12.pdf>

<sup>6</sup> [https://www.greenwichsafeguardingchildren.org.uk/wp-content/uploads/2019/10/MH\\_Symptoms\\_and\\_Services\\_Guide\\_Final-3.pdf](https://www.greenwichsafeguardingchildren.org.uk/wp-content/uploads/2019/10/MH_Symptoms_and_Services_Guide_Final-3.pdf)

Public Health has led the development of the [Live Well Greenwich](#) site to include a range of information and advice on wellbeing for adults, children, families, carers, and parents. These sites include details on how and where to get further help if you need it. This information is shared through a number of routes, such as via local bulletins, social media, and flyers sent alongside food parcel deliveries.

We have identified local priorities and are working together to deliver these areas and to achieve the best mental health and wellbeing outcomes for our children and young people. We are also working closely with stakeholders across the borough to develop a robust mental health offer to young people between the ages of 0-25; this is set out in our transformation plan, and will be in keeping with the NHS Long Term Plan ambitions.

Greenwich CAMHS received a CQC rating of Good in 2016 in all domains (being safe, effective, caring, responsive and well-led). Whilst the CQC rating had been good overall for CAMHS the service continues to review provision based on local and national priorities for mental health. This work is outlined in the yearly CAMHS Local Transformation Plan refresh documents. This work will continue to be done locally to achieve the best outcomes for our children, young people, and families.

Oxleas CAMHS are committed to the key principles associated with early intervention and delivering evidence-based interventions for children and young people who require them. Oxleas Specialist CAMHS has continued to have waiting times that are within the locally set targets and significantly shorter than the national averages, however they are susceptible to local pressures. It is recognised that increases in crisis presentations, alongside other factors, has an impact on waiting times for routine appointments.

Oxleas CAMHS have been successful in a bid for funding offered by NHSX to deliver a project which aims to support the development of a digital pathway for our young people. The project saw intensive research into the patient experience from the point of referral to discharge. As a result of this work, the funding associated to this project will be used to develop a system which allows for increased engagement and support from the moment a young person is accepted into the CAMHS service. Oxleas CAMHS are involved in multiple projects which aim to provide young people with a variety of means to access specialist support.

Significant work has taken place with partners to produce guidance for professionals to support children and young people to access relevant support. (Self-harm and Suicidal Ideation Protocol<sup>7</sup>/ Symptoms and Services Guide). A young person's Services guide is being developed in partnership with the Mental Health Ambassadors.

As part of the review and redesign of services, multiple stakeholders across Greenwich are working together to develop further the sources and routes for accessing support for emotional and wellbeing needs. We are in the early stages of exploring how digital technology can be developed and utilised to both support the development of professionals' knowledge as well as the timely access to emotional and wellbeing support for young people in the borough.

Involving young people in developing services is a key part of our work within Greenwich and we are committed to our co-production and collaborative work with young people. We have several youth voice forums established, who all recognise mental health and wellbeing as a priority and have undertaken various projects to improve/shape our understanding of young people's view around mental health and wellbeing. The Young Mental Health Ambassadors are a group of young people with a specific mental health and wellbeing focus, their work includes the #YouMatterGreenwich Instagram campaign, developed by the Young Mental Health Ambassadors in partnership with Young Minds<sup>8</sup>.

A parent mental health network has also been established and these groups have helped to shape our local approaches to sharing information around the support available. On-going work to increase participation of both our children, young people and parents/carers continues. Oxleas CAMHS are in the process of recruiting several clinicians who, alongside their clinical work; will take a lead in developing a participation pathway within the service which encourages the patient/parent voice in all aspects of service design and delivery. Greenwich CAMHS has a 'you said we did' board and a feedback tree where children and young people, and families share feedback and it is used to think about service improvements, this feedback is shared locally and within the Trust and has supported change when needed.



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<sup>7</sup> [https://search3.openobjects.com/mediamanager/greenwich/asch/files/sh-si\\_protocol\\_final.pdf](https://search3.openobjects.com/mediamanager/greenwich/asch/files/sh-si_protocol_final.pdf)

<sup>8</sup> [https://youngminds.org.uk/?gclid=EAlalQobChMlvfO6goKL6glVicmyCh3pmAthEAAAYASAAEgJLX\\_D\\_BwE](https://youngminds.org.uk/?gclid=EAlalQobChMlvfO6goKL6glVicmyCh3pmAthEAAAYASAAEgJLX_D_BwE)



### CAMHS - our recommendations:

- Identify under what circumstances assessments and treatment can be undertaken at the child's home.
- Identify what additional support could be put into place for looked after children to receive services before their placement is considered 'settled'.
- Liaise with colleges and universities to investigate ways young people with mental health concerns attending further/higher education organisations can be better supported.

### Assessments and treatment at the child's home



Considering the environment in which assessments and treatment are carried out is crucial. In CAMHS, specialist mental health assessments and treatment are carried out by relevant specialist clinicians and teams.

As part of this, decisions are made with the young person, family, and/or other professionals involved, on where they should take place.

In 2018, we held a meeting with the Greenwich CCG CAMHS commissioner to discuss what services were being developed to support children and young people. At the time we were told that plans were underway for a mental health home treatment team. During our follow-up meeting this year, we were informed that Oxleas always consider the nearest place a child or young person can be seen - depending on whether they are known to CAMHS, with the aim being to deliver support where it will be most beneficial to the young person. If for example, a child or young person is in a local school, they will be given the choice of receiving support in school or in a clinical setting. Underpinning this decision is the level of risk; risk to both the child or young person and the staff determine the setting for treatment interventions.

### Services available before placements are 'settled'

Oxleas have a dedicated team supporting children in, or on the edge of care with their mental health and wellbeing needs. For those in a settled placement, Oxleas work closely with each child's or young person's support network, through meetings and clinical in-reach. Clinical in-reach brings schools, Early Help and the Youth Offending Service (YOS) together to review and reflect on the support and

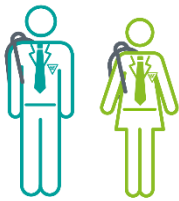
interventions offered. The clinical in-reach model allows for early identification and intervention for vulnerable groups across the borough.

Where a child/young person is not in a settled placement, CAMHS provides support working closely with the child or young person along with their wider network, helping professionals/carers to stay connected with the child/young person and ensure they remain at the centre of any process. Support work in these instances are crucial to keeping the child or young person safe.

Where a child or young person is not known to Greenwich CAMHS or does not yet have an established relationship with a CAMHS clinician, support for the young person is most effective when provided by a professional from a service already known to, and trusted by the child or young person. Greenwich CAMHS aim to support and guide colleagues across a variety of services where this relationship is established to ensure emotional and mental wellbeing needs are considered alongside other priorities. Greenwich CAMHS encourages those accessing clinical in-reach interventions, to invite any professional who may hold the trust of the young person, such as the Independent Reviewing Officer (IRO), supporting social worker, or placement carer.

Support for children and young people placed within specialist fostering placements/therapeutic fostering agencies can differ slightly. The child is often offered some form of therapy by the agency and there may be an intervention with the foster carer already lined up or ongoing. Oxleas CAMHS aims to compliment this work and works carefully not to undermine it. Regardless of the caring arrangements, the social worker is always welcome to bring a case for consultation through clinical in-reach. This space is often used to explore what may be happening and what additional considerations may need to be made. Social workers are encouraged to re-present the case as and when things develop. This is especially encouraged once any intervention is completed and further support is being sought. Additional to CAMHS clinical in-reach case consultations, should a professional from another service or agency require urgent support or advice about a child or young person, they are able to telephone Oxleas CAMHS and speak to a CAMHS professional.

## Supporting young people in further/higher education with mental health concerns



Mental Health commissioners and providers work with educational settings, e.g. colleges and schools. For instance, last year the CCG, alongside RBG and Oxleas, gained funding from NHS England to pilot two Mental Health Support Teams covering 20 schools in the borough.

The aim of the Mental Health Support Teams is to reach vulnerable groups and address known inequalities in accessing mental health support. As a result, Greenwich school clusters were identified to ensure that they cover areas with high deprivation and high proportions of BAME families. Underpinning this, is the known underrepresentation of BAME young people in CAMHS. The reason for this is not fully understood and is complex. However, the stigma of using mental health services amongst the BAME community is likely to be a significant issue. The pilot, which runs for two years starting from September 2019, involves training of Education Mental Health Practitioners (EMHPs) in the first year, through a training programme with Kings College University and entails the EMHPs working in placements in a small number of schools. The EMHPs deliver evidence-based, CBT informed interventions to individuals and groups. The EMHP teams are anticipated to start operating in all 20 schools from September this year. As part of this pilot, the CCG are meeting with schools on a termly basis to shape the mental health support teams, however, these are currently on hold. Additionally, due to Covid-19, the EMHPs are currently delivering support online.

SEL CCG (Greenwich) are running the Anna Freud Link Programme<sup>9</sup> locally. The Link Programme is a national programme which aims to help health and education professionals to work in collaboration so that children get the help they need, when they need it. Whilst this project is currently on hold (due to Covid-19), the plan is that all schools and colleges in Greenwich will be invited to attend sessions led by the Anna Freud Centre as part of a drive to provide timely and appropriate support to children and young people. The sessions will bring together professionals in a series of workshops to help schools and colleges understand when children and young

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<sup>9</sup> <https://www.annafreud.org/what-we-do/schools-in-mind/our-work-with-schools/the-link-programme/>

people need support and guidance on referrals once their needs are identified. This work has been developed in partnership with RBG and local CAMHS.

As previously mentioned, RBG Children's Services provide a Symptoms and Services guide (see poster in appendix). Hardcopies were distributed to all schools in the borough in August 2018 and distributed at parent mental health network events throughout 2019. In addition to developing young person and parent versions of these guides, Children's services are now reviewing their early intervention offer and intend to have this completed in time for the next academic year (September 2020).

## Summary

Overall, it is clear that much progress has been made to address our recommendations set out in 2018. The findings above demonstrate a clear commitment from RBG Public Health and Children's Services, Oxleas, and SEL CCG (Greenwich) to continue to improve the mental health support offer for children and young people in Greenwich, underpinned by a collaborative infrastructure.

The most significant impact of undertaking the health equality audit is the creation of good quality local evidence, which will underpin plans to support children and young people. We are pleased to see the CCG, Oxleas and RBG have used insight from the health equality audit in the development of the Mental Health Support Teams.

We are impressed by the work to support looked-after children, ensuring that there is support available regardless of placement status. In particular, the clinical in-reach model, alongside meetings with the child/young person's network, ensures that all levels of expertise (both professional and service user) are considered. Complimenting this, are the youth voice forums, Young Mental Health Ambassadors, and the parent mental health network - all of which ensure that children and young people's needs are at the centre of the support offered. Furthermore, there has been a focus on ensuring that people who work with children and young people - be that teachers, social workers, or carers and parents - are equipped to support them. This is demonstrated by the variety of courses available to foster carers, as well as the Anna Freud Link Programme.

The Signs and Symptoms Guide provides information for parents/guardians/carers, allowing them to better support their child/young person. It also provides useful self-help resources such as Headscape (designed by young people, for young people) and Kooth - acknowledging that some children and young people do not necessarily need CAMHS intervention, but still need support with their mental health and wellbeing.

## Children and Young People's Mental Health and Wellbeing Services Poster

### Getting Advice

#### Greenwich Services

**Big White Wall**  
www.bigwhitewall.com www.bigwhitewall.co.uk

**Childline**  
0800 1111 www.childline.org.uk

**Early Help Connect (Royal Borough of Greenwich)**  
020 8921 6921

**Frank**  
www.talktofrank.com | 0300 123 6600 (Text: 2111)

**Good Thinking**  
www.good-thinking.uk

**Greenwich CAMHS - Service Level 1 and 2**  
(Oxleas NHS Foundation Trust)  
020 3260 5211 020 3331 4172 (fax)  
oxd-tr.childrenstherapies@nhs.net oxdeas.nhs.uk/camhs

**Greenwich Children's Centres**  
www.royalgreenwich.gov.uk/childrenscentresEarly

**Greenwich Public Health Nursing  
Service and Oxleas NHS Foundation Trust**  
020 8836 8621 www.oxdeas.nhs.uk

**HeadScape (Oxleas NHS Foundation Trust)**  
www.headscapegreenwich.co.uk

**Kooth** www.kooth.com

**NHS Choices** www.nhs.uk

**NHS Go**  
www.nhs.go.uk

**Rosebud Centre**  
rosebudcentre.org 020 8001 1782 07956 427194

**Samaritans**  
116 123 (UK) jo@samaritans.org www.samaritans.org

**The Mix**  
www.themix.org.uk 080 8808 4994

**The Point**  
Drop in 9am-5pm, Monday to Friday 020 8921 8224

**Young Greenwich**  
Charlton Athletic Community Trust  
020 8859 8880 www.young-greenwich.org.uk

**Young Minds**  
080 8802 5544  
www.youngminds.org.uk  
ymenquiries@youngminds.org.uk

### Getting Help

#### Greenwich Services

**CACT - Street Violence Ruins Lives (SVRL)**  
paul.robinson@cact.org.uk 07958 526712

**Deborah Ubee**  
020 8305 6460 www.thedeborahubetrust.org.uk  
reception@thedeborahubetrust.org.uk

**Early Help Core (Royal Borough of Greenwich)**  
020 8921 6921

**Educational Psychology Service**  
(Royal Borough of Greenwich)  
020 8921 4818 michael.sutoris@royalgreenwich.gov.uk

**Freedom from torture**  
info@freedomfromtorture.org 020 7697 7835

**Greenwich CAMHS - Service Level 1**  
(Oxleas NHS Foundation Trust)  
020 3260 5211 020 3331 4172 (fax)  
oxd-tr.childrenstherapies@nhs.net oxdeas.nhs.uk/camhs

**Greenwich Time to Talk**  
(Oxleas NHS Foundation Trust)  
020 32601100 greenwichtimetotalk@oxdeas.nhs.uk  
www.oxdeas.nhs.uk/services/service/greenwich-time-to-talk

**Kooth** www.kooth.com

**Metro** 020 8305 5000 www.metrocentreonline.org

**MumsAid: YoungMumsAid Plus**  
mums-aid.org info@mums-aid.org 07758 763908

**Royal Greenwich Outreach Learning Mentors**  
020 8921 5560 servicestoschools.royalgreenwich.gov.uk/services/  
behaviour-and-attendance

**Safe Project (Imago)**  
safe@imago.community 0300 111 1110

**Synergy Theatre Project**  
www.synergytheatreproject.co.uk 020 3668 6730

**South London Counselling Service:  
Shining Stars** 020 8852 3400 www.slcservices.org

**The Maypole Project: Enriching Families' Lives**  
www.themaypoleproject.co.uk/for-families/activities  
01689 851596

**The Outreach Counselling Service**  
(Royal Borough of Greenwich)  
020 8921 4704 www.servicestoschools.royalgreenwich.gov.uk

**The Point Drop in 9am-5pm, Monday to Friday**  
020 8921 8224

### Getting More Help

#### Greenwich Services

**Child and Adolescent  
Eating Disorder Service**  
at South London and Maudsley  
0203 228 2545  
www.maudsleycentre-cyp-eatingdisorders.co.uk

**Greenwich CAMHS - Service Level 2**  
(Oxleas NHS Foundation Trust)  
020 3260 5211 020 3331 4172 (fax)  
oxd-tr.childrenstherapies@nhs.net  
oxdeas.nhs.uk/camhs

**Tier 4 Mental Health Services**  
Specialised day and in-patient care for children and young people who require more intensive support. Commissioned by NHS England. Referral is via Greenwich CAMHS.

### Getting Risk Support

#### Greenwich Services

**Greenwich CAMHS - Service Level 2**  
(Oxleas NHS Foundation Trust)  
020 3260 5211 020 3331 4172 (fax)  
oxd-tr.childrenstherapies@nhs.net  
oxdeas.nhs.uk/camhs

**Children's Services Joint Commissioning Team**  
childrens-commissioning@royalgreenwich.gov.uk  
www.royalgreenwich.gov.uk

**NHS  
Greenwich**  
Clinical Commissioning Group

**Oxleas  
NHS**  
Improving lives

**ROYAL borough of  
GREENWICH**