

Project Aim

Healthwatch Wigan and Leigh conducted a piece of work around the pathways to Children and Adolescent Mental Health Services (CAMHS) with the aim of the project being to establish whether the current mental health care pathway is effective in identifying and helping Children and Young People to access the support they need in a timely and effective way.

Project Background

This piece of work originated from a project led by Healthwatch Trafford around the Care Pathway to Camhs which was a collaborative piece of work with contributions from the 10 Healthwatch's across the Greater Manchester Borough.

402
responses
from Parents & Caregivers

42
responses
from Professionals

24
responses
from Young People



Approach

The project aimed to understand the experiences of service users from the perspective of young people, parents and professionals. The first step involved creating three targeted surveys for:

Children and Young People = 24 responses

Parents and Caregivers = 402 responses

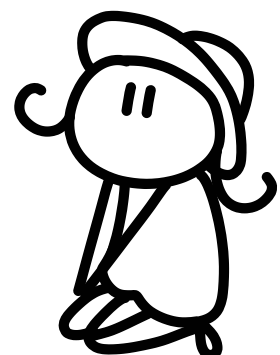
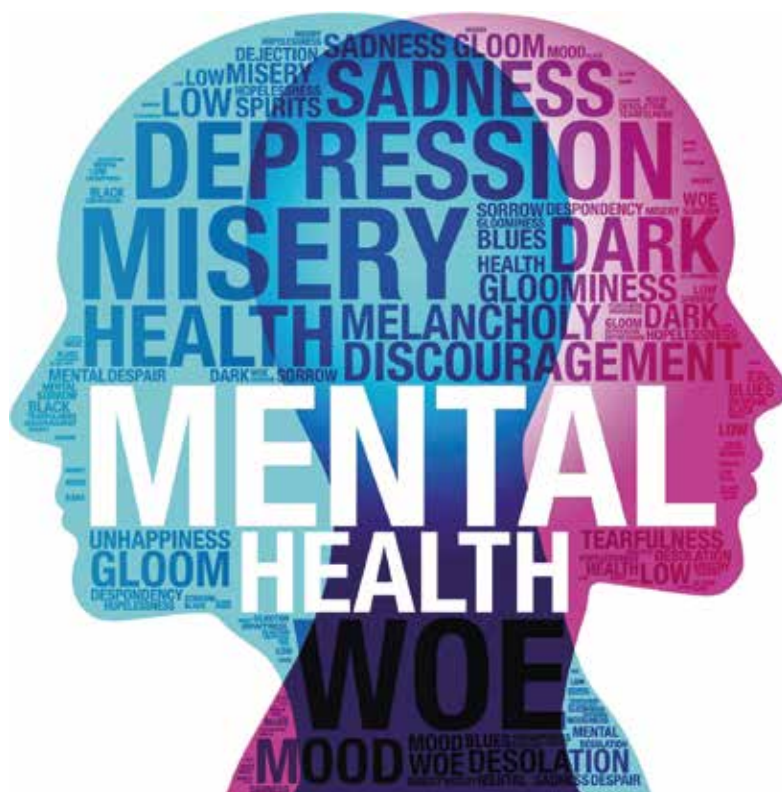
Professionals = 42 responses



Participants were incentivised to complete the surveys with a chance of winning a £100

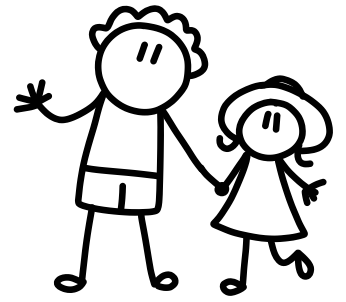
Amazon gift – Just in time for the Christmas season.

The project strategy involved close collaboration with the CAMHS service provider in Ince to ensure alignment with existing processes and their support allowed us to chat to many parents and young people face to face. Staff were highly supportive and played an essential role in the success of this piece of work.



Parent and care giver.

67.5% of parents and care givers who responded said waiting time for an appointment was a barrier when accessing or considering accessing support



53% of parents and care givers who responded found it very difficult/quite difficult in finding out how to get support for their child/young persons mental health

52.7% of parents and carer givers who responded first spoke to a doctor, nurse or other medical professional for support.

43% of parents and care givers who responded were very dissatisfied/dissatisfied with the information provided throughout about the available options of support.

26.1% of parents and care givers who responded waited longer than 1 year from the initial referral to CAMHS being sent to the initial assessment

Young People

63.5% of children and young people who responded said they had experienced issues with the waiting time for an appointment.



38.5% of children and young people who responded said they first spoke to a Doctor, nurse or other medical professional for support. Equally **38.5%** of children and young people who responded said they also first spoke to someone at school/college/university (teacher/teaching assistant/counselor)

38.5% of children and young people who responded were dissatisfied/very dissatisfied with the information provided throughout the available options for support

41.7% of children and young people who responded did not understand what to expect at each stage of the process

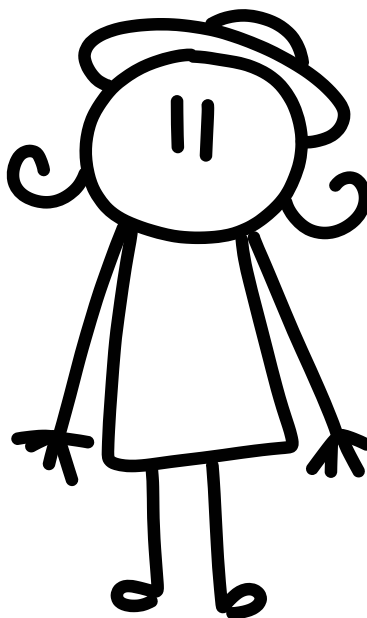
Staff

55% of staff who responded were extremely confident/confident at signposting children and young people to onward support.

80.5% of staff who responded indicated that children and young people they supported tend to be in the early stages (identifying signs and conditions which may require CAMHS interventions and finding out how to access support) of the process of accessing mental health support services

Staff roles indicated in the staff survey who responded

| | |
|------------------------------------|--------------|
| • SENCo | 28.6% |
| • Family /community support worker | 4.8% |
| • GP | 2.4% |
| • Mental Health Worker | 2.4% |
| • School nurse | 0% |
| • Social worker | 0% |
| • Youth worker | 0% |
| • Other | 61.8% |



Transition of Services CAMHS

One of the common themes that came from the engagement work was around transition to adult services.

Young people, relatives and carers reported that there had been no transition of service conversations taken place with them. They did not know what to expect when moving into adult services. Some people saying that they keep young people in the CAMHS service rather than move them on to adult mental health services.

Findings

The main theme which derived from the project was that there was a huge misunderstanding from people's perspectives as to the referral process into the CAMHS service. There was confusion around the first step in the referral process and whether this was the GP or the school. It was highlighted that whilst CAMHS workers make regular visits to schools/colleges for assessments, the demand of people needing to see support from the service is high and increasing.

Another significant theme was the lack of awareness of available support whilst waiting for services, leaving many feeling isolated during the period.

Our findings align closely with recommendations from the recent

Healthwatch Trafford CAMHS report:

Healthwatch in GM Trafford report recommendations:

Improve awareness of mental health support services available to enable all stakeholders to make informed choices about where and how to access help and support

Provide clear information for families and other professionals on what the CAMHS Pathway is and what can be expected

Action needed to ensure equal access to the care pathway

Create a Single Point of Entry for Greater Manchester

Improve communication and support during the waiting period

Treat parent/carers as equal partners in their child's access to the Pathway

This infographic report will be sent to

Greater Manchester Mental Health NHS Foundation Trust

Mental Health Transformation Board

Integrated Care Board – NHS Greater Manchester

