Care Quality Commission

‘Are we listening?’

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#WeAreListening

Children and young people's mental health

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- Mental health problems affect approximately 1 in 10 children and young people
- But estimates suggest only 25% to 35% of children and young people who need support for their mental health can access services
- Our phase one report highlighted that 50% of children and young people that are referred to CAMHS are not accepted for treatment

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Sources: NHS England, *Five Year Forward View for Mental Health: One Year on, 2017* | Department of Health and Social Care, *Future in Mind*, 2015 | NHS Benchmarking Network, *CAMHS Benchmarking,* 2016

Why we're here today: Jen's story

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Jen's school noticed that she was showing signs of mental health problems. The school referred Jen to the specialist child and adolescent mental health (CAMHS) service. A few months later, a local authority social worker also became involved in supporting Jen's family, and adult mental health services started helping Jen's dad.

Extract from: *Are we listening?*, Care Quality Commission, March 2018

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The journey so far

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January 2017 - Review commissioned by the Prime Minister

October 2017 – CQC published Phase One based on existing evidence

New fieldwork from 10 areas across England

March 2018 - Phase Two report published

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What we found

https://www.youtube.com/watch?v=jEIYxPpVNSw

A complex system with many players

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Local players

- Schools
- GPs
- Specialist CAMHS services
- Local ‘early help’ services that support families to address problems early on
- Voluntary and Independent bodies
- Emergency Department staff
- Social workers
- Police and youth justice service
- Housing providers

National players

- Department of Health and Social Care
- Department for Education
- Ministry of Housing, Communities and Local Government
- Department for Work and Pensions
- Home Office
- Ministry of Justice, the Ministry of Defence
- HM Treasury

Regional players

- Sustainability and Transformation Partnerships (STPs)
- Clinical Commissioning Groups (CCGs)
- Local authority commissioners
- Health and Wellbeing Boards
- Integrated Care Systems

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How did we collect our findings?

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- Fieldwork across **10 local areas in England**
- Direct engagement with **children** and **young people**
- We spoke to over **1,300 people across the system** including mental health professionals and children and young people
- **Tracked** how **children** and **young people moved** through the system

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A system under pressure

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Signs** and **symptoms** of a system under **pressure

Pressure on the system

*"I waited **18 months** to get the help I need"* – Young Person

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Person-centred care is key to overcoming barriers

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'despite the system, not because of it'

*'Where there was a conflict in policy and procedure between partner organisations, staff would **place the young person at the centre** of the discussion and focus on finding the solution'*

CQC Reviewer

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Recommendations: local and regional

Local:

- A shared local ‘offer’ from **Health and Wellbeing Boards**
- **Commissioners** must demand better data
- **Commissioners and providers** must draw on evidence and good practice to drive local improvement

Regional:

STPs and **Integrated care systems** must collaborate beyond the boundaries of health and social care

Recommendations: national

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- The **Secretary of State for Health and Social Care should** drive joint action across government with an **inter-ministerial group on mental health**
- We welcome the **National Audit Office's** value for money study on children's and young people's mental health across the system
- **Government, employers and schools to ensure** everyone working with children and young people are trained to promote good mental health
- **Ofsted** should recognise and assess schools' role in supporting children and young peoples mental health

What are we doing next?

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To focus on mental health in the next **Joint Targeted Area Inspection** (JTAI).

To **strengthen** our focus on children and young people's mental health with Ofsted through our SEND programme

To report on the **progress** of our recommendations in 2019/2020.

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The Green Paper

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New mental health workforce of community-based mental health support teams

Every school and college will be encouraged to appoint a designated lead for mental health

New 4-week waiting time for NHS children and young people's mental health services to be piloted

Department of Health

Department for Education

Transforming Children and Young People's Mental Health Provision: a Green Paper

Thank you

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If you'd like to hear more…

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Email: cypmentalhealth@cqc.org.uk
www.cqc.org.uk/reallylistening

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