



Enter and View visit report

Children and Adolescent Mental Health Services (CAMHS)

July 2019

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Healthwatch Sandwell
Enter and View visit report
Parkside Healthcare – 6th April 2017

Acknowledgments

Healthwatch Sandwell would like to thank the CAMHS team at Lodge Road, their patients and guardians for their contribution to our Enter and View visit.

Disclaimer

Please note that this report relates to findings observed on the specific date of our visit. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

Visiting Team

The team of authorised representatives carrying out this visit were Ian McGarry and Melissa Elders

Purpose of the visit

- A visit to talk with users of the CAMHS service and/or their guardians to find out how the service works for them and suggestions of any changes or improvements that could be made.

Methodology

The visit was agreed with CAMHS prior to our arrival.

Whilst our team were in possession of the latest Care Quality Commission (CQC) Inspection report, we were not basing our visit on the content of this report.

Sandwell CAMHS is a specialist mental health service commissioned to provide interventions to those children, young people and their families who are experiencing/most vulnerable to mental health problems and present with concerns that are severe and/or complex in nature. They support young people aged between 5-18 years of age with a GP registered in the Sandwell area.

The visit was agreed with CAMHS and we were advised that the best days to visit were Mondays and Wednesdays. Our visit took place on a Monday when 1 clinic was running, and the reception staff advised us that Tuesdays is busier when several clinics in operation

Overview

Sandwell Child and Adolescent Mental Health Service (CAMHS) and Crisis Intervention and Home Treatment Team (CIHTT) aims to provide a timely and effective service for children, young people and their families/carers who present in a mental health crisis.

The team seek to empower children, young people and their families/carers by listening and supporting and sharing the responsibility for managing their difficulties and keeping them informed and involved in all aspects of their care & treatment.

CIHTT provides specialist, individualised input for those children and young people whose needs cannot be met by core CAMHS outpatient services. Interventions are tailored to meet the specific needs of the child/young person and their family/carers. In order to provide safe, effective and integrated care, the team utilises a multi-agency approach, ensuring that information and responsibility are appropriately and effectively shared throughout the professional network with GP's, schools, education establishments and local authority for example.

Within the service there are a range of staff, including community psychiatric nurses, family therapists, occupational therapists, psychiatrists, psychologists, psychotherapists and a social worker. There are two community psychiatric nurses who work with Looked After Children and nursing and psychology staff who work with individuals with an intellectual (learning) disability. Having this range of staff from a variety of backgrounds and experience means we are more able to care for someone's individual needs. [1]

Prior to our visit, posters together with a short survey and stamped addressed return envelope was sent to CAMHS. We did not receive any completed surveys back but on our visit the poster was displayed in the waiting room.



[1] Excerpt from the Sandwell CAMHS website

Summary of findings

At the time of our visit, the evidence was inconclusive, due to a small amount of people that was available to participate. Everyone who attended the clinic was spoken to and only one declined.

Two entered the service via the Crisis Team and others were through their GP.

Service was liked for location, regularity and staff. While disliked waiting times and communication.

Additional findings

Our additional findings suggest:

- To get a fuller picture of the user experience of the CAMHS service, a further visit is necessary when more clinics are being run and represents how busy the service really is

Recommendations

We have no recommendations to make on the service at present as a further visit is required

Service Provider response

Thank you for your time, sorry that you were not busier.

Please feel welcome to return on any day.

Results of Visit

Visit Overview



We held our visit on 8th July 2019 from 10.00 am until 12.20pm. We were located in the main waiting room/reception area. During the visit we were made very welcome by the staff.

This visit took the form of a brief interview containing one overall question:

Question - Have you used this service before?

This was divided into two possible responses of YES or NO

We interviewed seven people; all were accompanied by a parent/guardian. The waiting area was quiet.

Not used the service before

Ease of Access to CAMHS

Most of the replies said that the service was easy to access with referrals being made by GP or the crisis team. One reply said that accessing the service was difficult at first.

- *Yes, once accepted*
- *Quite easy - through crisis*

One person stated that their child was seen in hospital, but not actually seen by Crisis until the day after.

Help and Support prior to visiting CAMHS

The majority of replies told us they had no support prior to visiting the CAMHS service with the exception of one from school and one from their GP:

- *Didn't get any*
- *School*
- *GP*

Could accessing the service be easier

Replies that accessing the service could be made easier were mixed; two people felt that it could be easier but did not know how:

- *Not much you can do but wait. More spaces*
- *Yes - though don't know*
- *Quite Easy*

Have used the service before

General thoughts on the CAMHS service

Most of the responses were positive; one was mixed, and one was negative:

- *Quite Good*
- *Good*
- *Up and down*
- *Using for years, absolutely *****[negative comment]*

What is liked about the service?

Two responders mentioned the staff although generally there was no comment made:

- *Workers here are very nice*
- *Local - Staff alright*
- *Weekly - regular*

What is disliked about the service?

Apart from two comments about waiting times there was no other comment made with the exception of one which was negative:

- *Used service for years, no diagnosis, shifted from pillar to post*
- *Waiting times.*

What could be improved?

Comments made were about better support, more communication, more doctors and improved waiting times:

- *More communication, more help and more doctors*
- *Waiting times*
- *Further support*
- *Broader spectrum for help*

Are you fully involved in your care?

There were mixed responses to this question. Some felt that they are involved, others saying otherwise:

- *No, don't get much info on treatment*
- *No, lack of updates*
- *Yes*
- *Yes, now she is being more open*

What is Enter and View

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

To find out more about Healthwatch Sandwell, or to tell us your views on residential and nursing homes in Sandwell, please visit our website.



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