

Amplified Trailblazer: Rotherham CAMHS



Developing Insights-led Outcome Measurements with Young People
August 2018

YOUNG Mi MINDS

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Trailblazers Programme Overview

Settings across the mental health system face many of the same challenges with participation and addressing them in partnership with one another and with children, young people and parents and carers is one of the best ways to develop new participation practice and knowledge. Amplified Participation Trailblazers are a group of 12 organisations from across the children and young people’s mental health system who all work around the same participation topic for six months in their settings- sharing learning as they do so. At the end of the 6 months their joint learning is developed into a toolkit and learning resources for the whole system to use.

Rotherham CAMHS Trailblazer is working towards our **Evaluation** theme.

Theme 1: Designing and testing your own participation evaluation framework

Organisations within this theme will begin with introductory training around evaluating participation and be provided with tools and guidance to map out an evaluation framework and tools for the participation activities they deliver. They will then receive 3 days of bespoke support from Amplified in designing and implementing their framework, as well as further peer learning through webinars.

About Rotherham CAMHS

“Establishing a transparent and inclusive CAMHS service that engages directly with children, young people and their families in the current and future developments of Rotherham CAMHS services is a priority.

Rotherham CAMHS and RDaSH are committed to actively encourage service user, families and partner agencies voice, influence and participation in the transformation, review and monitoring of the care services provided.

Participation Trailblazer Action Plans

Developed for (service/organisation): Rotherham CAMHS Developed by (individual/team): Norene + Ben Date: 02/05/18

Trailblazer Project Summary: To embed participation into the core of our services

For each month, complete the activities you will undertake with your organisation (Trailblazer Activities) and the support activities you want the Amplified team to provide (Amplified Support Activities) as well as the number of days or hours you anticipate this will require from Amplified.

Key dates	MAY 2018	JUN 2018	JUL 2018	AUG 2018	SEP 2018	OCT 2018	NOV 2018
Trailblazer Activities	Event 2 May Trailblazer induction	Survey baseline	Event 15 July Trailblazer Webinar for peer sharing and learning		Event 1 Sep Trailblazer sharing and training event for CYP and parents/carers		Event 29 Nov Trailblazer Sharing & Celebration Event
Amplified Support Activities	Support even Young mms 1/2 Prep 1/2 delivery	Develop evaluation Plan Plan sharing what information we need to collect Make evaluation tool Data production Young minds Send template Phone call check in		lots of events collecting data.		Young minds evaluation report template co-write report Action plan	
Amplified hours/days (total 30 days)	1 day	1 day				1 day	

i Rotherham CAMHS initial Project Plan

To develop services that are relevant to those in receipt of the care required, a "voice, influence and participation strategy" is required that supports Rotherham CAMHS team members to work in partnership with all involved individuals and groups so that authentic participation contributes to the effective development and continued improvement of Rotherham CAMHS."

Anders Cox, Service Manager

Gathering Insights

The Process

Rotherham CAMHS participation group currently sits in a process of transition from older members who had either moved on, or who had become staff members within the service, to newer members whose experience of services is still ongoing, but for whom participation is a relatively new concept.

The group has a wide spectrum in terms of age and experience; some of those consulted were as young as 13, some were young adults, and the preferred model is one of young people and adults working together in partnership.

At present, participation activities are adult-initiated, with young people consulted and informed, but there is a clear ambition to include young people in shared decision-making as the service develops further.

Given this, the activities for this consultation included:

- A welcome and introduction for all group members, including user-generated ground rules and ice breakers;
- A game of “service stakeholder” Articulate! In order to ensure that discussions about stakeholders were meaningful, we played this game to help identify whose roles were understood by young people within the CYP MH system
- Persona Templates – in order to give young people the opportunity to discuss young people’s experience in the abstract (thus avoiding any pressure to make unnecessary disclosures, thereby minimizing risk to young people experiencing trauma), we introduced them to a series of co-designed fictional characters with relatable experiences within the mental health system.
 - Participants were asked to generate ideas for the type of support they viewed as important to that person. This was intended to provide insights into the direction that Rotherham CAMHS could take with developing their service further
 - The two clear themes resulting from this discussion was a **greater emphasis on peer support**, and an **increase in support for parents / carers / siblings**

CAMHS User Pathway Defined

In order to effectively analyse the opportunities for meaningful participation, the group was asked to come up with what they saw as the key stages for young people during their CAMHS journey.

The group identified the following:

Prior to attending CAMHS

- Becoming aware of a problem
- Telling an adult
- Referral

Within CAMHS

- Finding your way to CAMHS – walking through the door
- Assessment
- CAMHS Medical Appointments
- 1st therapy appointment

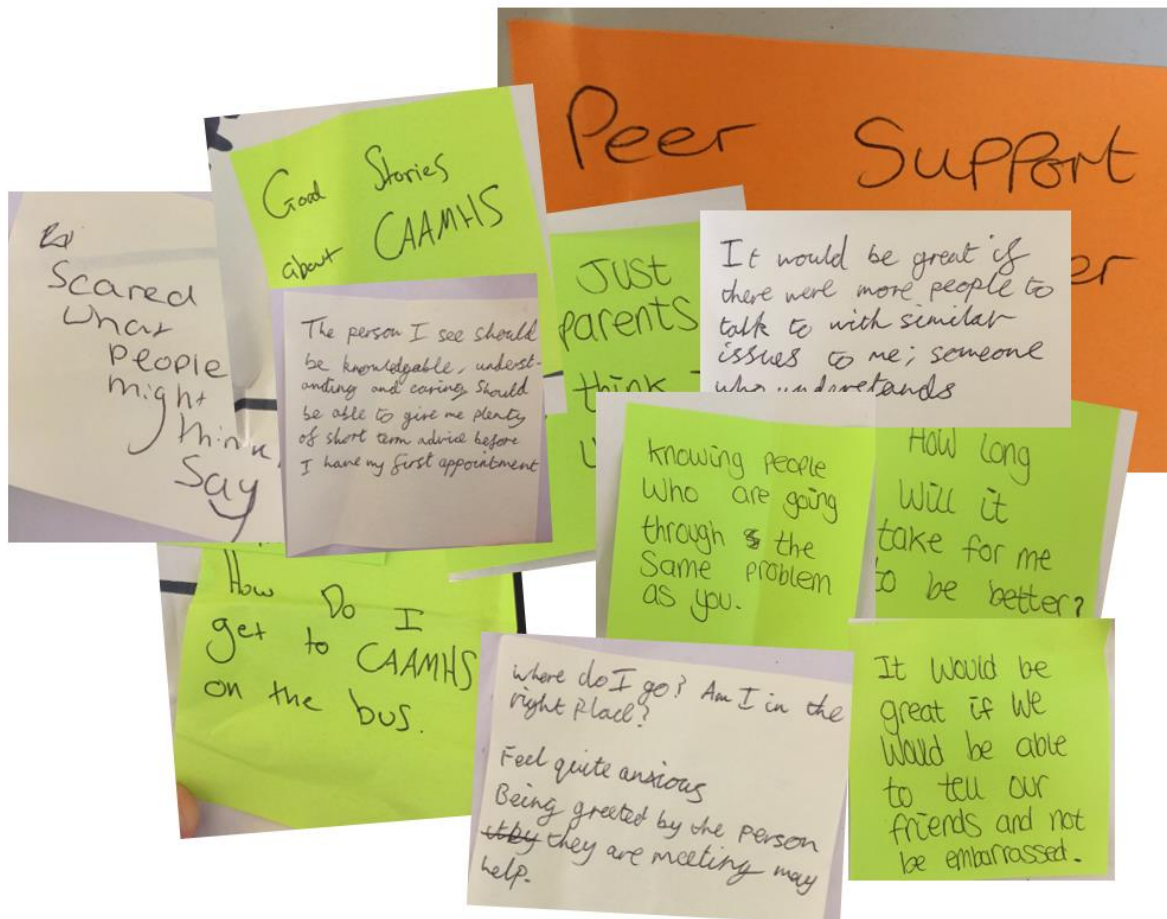
Beyond CAMHS

- Going to school / seeing friends & family
- Moving on

Whilst the group accepts that this is not an exhaustive list, and that this is not always experienced in a linear fashion, the consensus was that these steps represent key moments where we can identify opportunities for participation and/or service improvements to occur.

Key Insights

We can divide the insights gathered into three camps: ones that are related to service improvements; ones that are related to ensuring better participation; and ones that address both.



Having split the journey for CAMHS users down into clear stages, we held a discussion with the following key questions:

- How might young people feel on each stage of the journey? What questions do they have?
- What would make things better?
- Who is important to young people in this situation? Who could be helpful at this stage?

Prior to attending CAMHS:

Summary: Discussions highlighted how little young people felt prepared for the journey. Young people didn't know what the CAMHS process looked like beforehand, they didn't understand mental health as well as they might. There is scope for participation to work with the wider community around mental health awareness, and discussions around what CAMHS does and how it supports people.

Becoming aware of a problem / Telling an adult:

- *Is it just my parents who think I am unwell?*
- *How long will it take to get better?*

Referral:

- *Who will I see?*

Within CAMHS:

Summary: Discussions highlighted that young people felt they could be better informed about practical arrangements as well as treatment, that the assessment process could be more transparent and give more choices, and a comment was made that the good experiences of CAMHS users aren't discussed enough.

Finding your way to CAMHS – walking through the door

- *I should be treated the same as any other young person; not differently just because I have a problem*
- *How do I get to CAMHS on the bus?*
- *Where do I go? Am I in the right place?*
- *Am I being greeted by the person I am supposed to meet?*

Assessment:

- *The person I see should be knowledgeable, understanding and caring. Should be able to give me plenty of short term advice before my first appointment.*
- *More transparent assessment process, and some choices over care*

CAMHS Medical Appointments

- *Nervous about side effects from meds*

1st therapy appointment

- *We want to hear good stories about CAMHS*
- *Knowing people who are going through the same as you*

Beyond CAMHS:

Summary: Discussions highlighted how important young people felt it was to address the narrative around their health with others, especially friends. Exactly how are you supposed to tell your friends you're a mental health patient in a way that will result in you being more supported?

The other key idea here is that young people want to learn from peers who've been in the same situation.

Going to school / seeing friends & family

- *It would be great to tell our friends and not be embarrassed*
- *I'm scared of what other people may say or think*
- *Have my friends noticed I am not well?*

Moving on:

- *It would be great if there were more people to talk to with similar issues; someone who understands me.*
- *A peer support worker would help*

Translating into Measurable Participation Outcomes

Using the 'User Stories' methodology, the following outcomes have been developed based on the young people's insights.

User stories describe a service user, the reason why they need to use your service and the features the service requires to meet their needs and expectations. User stories are associated with an approach to project management and service design and delivery called 'agile'. YoungMinds uses an adapted version of the original user story method as a tool to help services understand what children, young people and families need from them to have a positive experience. YoungMinds initially used them to involve CYP and parents and carers in designing new transitions process for services, and has now widened their use to incorporate them in lots of different service design and improvement projects within mental health.

User stories break down the desired patient experience into clear, deliverable goals and criteria. This allows services to improve iteratively by making small changes to keep moving towards the desired experience. Because of their clarity and detail, user stories remove the risk of misunderstanding between children, young people and their families and services.

Prior to attending CAMHS:

As a service user I need the referral process to feed information back to me so that I can find answers to questions I might have.

- I should be able to find reliable, easy to understand information so I can better understand the basics of what mental health is
- I should be able to find out what CAMHS does, how my local service works, and what I can expect to happen next
- I should be aware of the option to write down any other questions I have ahead of my initial appointments

As a service user I need to fully understand the logistics involved in attending CAMHS so that I can attend independently if my parents/carers aren't with me

<ul style="list-style-type: none"> • I should be provided with information on how to find CAMHS, including bus routes, how early to arrive for an appointment, a picture of the entrance, what to wear, and the name of person I need to ask for at reception (or the names of the reception team) • This should be addressed to me so that I receive it and understand its relevance to me
Within CAMHS:
<p>As a service user I need to work with staff who are approachable, friendly and understanding, so that I am able to build trust in the service during my initial visits.</p> <ul style="list-style-type: none"> • Staff should introduce themselves by name to me, and take time to learn my name • The people I meet should be knowledgeable, and should let me know that they are available to answer relevant questions • I should feel I am treated the same as any other young person; not differently just because I have a problem <p>As a service user I want an assessment that is transparent and offers me choices where appropriate so that I am able to build trust in my treatment and learn how to advocate for myself</p> <ul style="list-style-type: none"> • Staff should explain the purpose of different parts of the assessment • Staff should explain the decisions that they need to take as a service depending on my results • Staff should explain what happens to that information and who has access to it • The process should include opportunities for me to make decisions myself where appropriate, for example [BLANK] <p>As a service user I need to become more knowledgeable about my medication so that I feel more confident about its benefits and less nervous about side effects</p> <ul style="list-style-type: none"> • The purpose of any medication I am prescribed should be explained to me in language that I understand • I should be given an indication of how long I am likely to stay on medication if possible, and an explanation should be given of how decisions are made about this • The most common side effects should be explained to me, including advice on how to handle them, and who to contact if they become serious or persistent <p>As a service user I would like to hear good stories about CAMHS in order to build trust in the service and my treatment</p> <ul style="list-style-type: none"> • They should be from the perspective of other young people so that I can identify with their experiences • They should include information on what happened after CAMHS, so that I can consider my own journey if I wish to
Beyond CAMHS:
<p>As a service user I need advice around how I discuss my mental health with friends and family</p> <ul style="list-style-type: none"> • I should be offered a chance to talk through the different choices I could make • I should be given examples of how other people have faced talking (or not talking) about their mental health • I should be made aware of who in my school needs to know about my mental health, and what they plan to do with this information • I should be asked if there are any other responsible adults who it would be useful to inform about my wellbeing, and given the chance to suggest ways they could help

As a service user I would like the opportunity to meet peers who have experienced the CAMHS system so that we can share perspectives and reduce any anxieties I may have

- I should have an opportunity to get to know them in a relaxed setting so that I can build trust with them
- They should be able to help me speak up for myself and ask questions / say things that are important
- This should be an optional service