

Chesterfield Royal Response to CAMHS

- Waiting times for first appointment should be within target time of 12 weeks. **CAMHS continue to work with commissioners to ensure staffing resource is sufficient, 90% of children/young people are assessed within 12 weeks.**
- There should be clear, sufficient and accessible information and support for parents and carers. **The dedicated CAMHS website is now live. Parents/carers are directed to this in the first instance.**
- CAMHS should provide clear information about what people should expect when they attend CAMHS/access a service. **The dedicated CAMHS website is now live and people are directed to this prior to their first appointment. We will be making a video over the next few weeks to provide people with more information about the service and what to expect.**
- CAMHS should offer flexibility of time and location for appointments. **More of our service users are now offered appointments outside of the 9 – 5 core offer. Offering different locations is proving difficult; firstly, there are fewer locations available but also as travel time takes up resources. We continue to consider different ways of meeting this.**

Commissioner actions pledges to CAMHS

We continue to work with both CAMHS providers to reduce waiting times.

The community early intervention triage pilots are working well and we intend to further develop these to reduce the number of inappropriate referrals to CAMHS and increase appropriate referrals into other provisions.

In the North of the county we have been working with mental health service providers on a letter to GPs and other stakeholders to ensure that when referring a child or young person to any mental health service, they seek to gain consent for the referral to be discussed by a multi-disciplinary team to determine the right service for the young person. This is to help ensure the correct service response is progressed and reduces inappropriate referrals. We aim to distribute the letters by December.

We have pledged in our Future in Mind Local Transformation plan refresh to develop a consistent offer for parents and carers and we are reviewing current parent/carer support programmes. We anticipate the offer being available from May 2019 and will engage parents and carers in developing the offer. We have allocated significantly more funds to the support for parents and carers as it is a key priority.

Through the commissioning of our Targeted Early Intervention Offer for children below the threshold of CAMHS, we will ensure that more support for parents and carers of children with mental health needs is available.

We have been piloting a 'Specialist Community Advisor' role in parts of Derbyshire which aims to support practitioners, (i.e. school staff, multi-agency teams) who are concerned about the mental health of children they are working with. We have received positive

feedback on the value of the role. The SCAs know and share the local offer of support and deliver rolling programmes of training to practitioners providing training, consultation and advice on referrals. We are currently reviewing the learning from this for the future provision.

With any new commissions, we ask services to evidence that 100% of young people are asked their views on service delivery and there is evidence that these views influence service improvement.

Both CAMHS providers use service feedback questionnaires.

Both CAMHS providers' websites have information for parents and carers and CAMHS are now signposting parents and carers to their websites prior to their first appointment. Both websites also contain information on urgent care or needing help now, including phone numbers to ring. They also include information on 1st appointments and what to expect.

CAMHS in the north of the county are offering appointments outside of 9-5 hours.