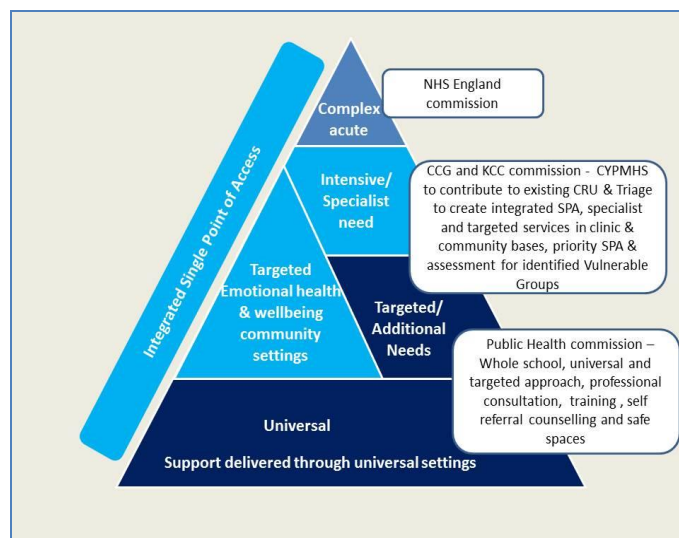


## Update on Kent Children and Young People’s Emotional Wellbeing and Mental Health Services - March 2018

Kent County Council and the Kent Clinical Commissioning Groups (the Contracting Parties) have been working together since early 2014 to improve the quality and scope of universal provision to deliver a new whole system of support that extends beyond the traditional reach of commissioned services.

The new model, which has been developed alongside the principles and approaches articulated within Future in Mind, outlines a whole system approach to emotional wellbeing and mental health in which there is a Single Point of Access, clear seamless pathways to support ranging from universal ‘Early Help’ through to highly specialist care with better transition between services.



**Diagram 1: The Emotional Wellbeing and Mental Health Services Model**

This model represents a significant shift in the way that support and services are to be provided to children and young people across the system.

Over the lifetime of the contract there is an absolute requirement for the Providers to embed transformation of children’s emotional well-being and mental health services. The service specification embraces this approach, introducing flexibility around delivery of mental health services for children.

North East London NHS Foundation Trust (NELFT) have been delivering mental health services to children and young people up to the age of 18 years since contract transfer from Sussex Partnership NHS Foundation Trust (SPFT) on 1st September 2017. Since that time, NELFT have been in a period of mobilisation overseen at a commissioning level by a Project Group for the operational aspects of service delivery and a Project Board (chaired by Ian Ayres) for the strategic delivery of the project to ensure a safe and timely transfer of patient care.

Project mobilisation ceased on 31 December 2017 after which the contract is being managed by Optum on behalf of the CCGs with West Kent CCG as the Coordinating Commissioner. Delivery against the contract is being monitored and challenged via a monthly Performance and Quality meeting which oversees a robust review of data. A number of complex contract items relating to East Kent ASC/ADHD waiting lists and prescribing could not be resolved in time for contract sign-off, therefore, they are being managed as 'long-stop' items overseen by a Strategic Performance Management Group. Until these long-stop items are addressed, NELFT will be unable to fully move to business-as-usual. The associated risks have been captured and mitigating actions have been put in place to ensure that sufficiently robust arrangements are in place to meet the needs of children and young people.

A three month period of transformation between the previous model and the new model of care is underway. The staff consultation process closed in January 2018 followed by recruitment to senior posts commencing on 29 January 2018 and completing by the end of February. NELFT staff have been appropriately supported during this difficult time including being given the opportunity to attend workshops and training. By 1 April 2018, the new model and subsequent service delivery will be implemented across Kent. Following this implementation, where vacancies are identified, a national recruitment campaign will be issued in addition to weekly proactive vacancy management.

The Single Point of Access (SPA), for Children and Young People's Mental Health Services is now up and running, and is offering advice, referring to the relevant specialist team where appropriate, and signposting to other services where they can better meet the child or young person's needs (see Diagram 2). The SPA continues to evolve to ensure that children/young people/parent/carers and professionals have quick and direct access to mental health advice via clinical triage at point of contact. Staff at the SPA continue to work closely with surgeries to ensure that the most current contact details are provided on the referral letters that are being received and that GPs are supported in navigating the referral process.

SPA staff are also working with on-site clinicians based in locality teams to ensure urgent and non-urgent cases are clinically triaged in a timely manner. Kent Community Health Foundation Trust (KCHFT) is commissioned by Kent County Council (KCC) to deliver the Schools Public Health Service. This service began on 1 May 2017. The Kent SPA is staffed by both NELFT

and KCHFT admin and clinical staff who are co-located at Foster Street Clinic in Maidstone. Joint service planning and ongoing review involving KCHFT and NELFT management has been undertaken to put into place processes for receiving new referrals for both school health and children and young people's mental health services. As of 1 February 2018, the SPA has a single email account for all electronic mail for both NELFT and KCHFT. As both NELFT and KCHFT SPA staff are working toward a single SPA function they are able to have face to face discussions with their respective clinical colleague counterparts regarding transferring referrals between school health and children and young people's mental health services as appropriate.

Following consultation and implementation of the new service model by 1 April 2018, a combination of the care pathway approach, the integration of tiers 2 and 3, digital innovation and commitment to partnership working with relevant organisations, will ensure that NELFT continue to work at the cutting edge of new care models and systems, striving to achieve the delivery of high quality and innovative mental health care to children and young people across Kent.

**Diagram 2: Accessing Emotional Health and Wellbeing Support for Children and Young People in Kent** (please note this is an early draft of the diagram which will undergo some change as a result of consultation)

