

# Transforming Children & Young People's Mental Health Services across Kent

Presented by  
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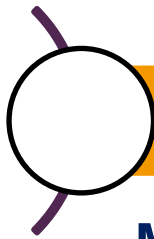


# Team Structure

- ❑ **Neurodevelopmental (Caseload: East 4941, West 1067)  
& Learning Disability (Caseload: East 182, West 130)**
  
- ❑ **East Kent caseload- 2571**
  - South Kent Coast- 705**
  - Ashford- 403**
  - Canterbury and Coastal- 729**
  - Thanet- 735**
  
- ❑ **West Kent caseload- 2571**
  - Dartford, Gravesham and Swanley- 967**
  - Swale- 320**
  - West Kent- 1284**

**Total – 11,462**

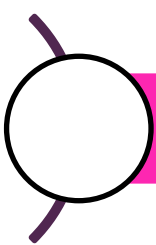




# Referrals

- **Mood and anxiety**
- **Behavioural and conduct**
- **Emerging personality and attachment**
- **Psychosis and At Risk Mental State (ARMS)**
- **Deliberate self-harm and suicidal ideation**
- **Neurodevelopmental**
- **Prolonged bereavement problems, trauma and loss**

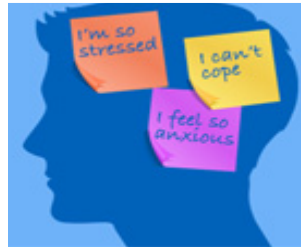




# Single Point of Access



**Assess needs quickly**



**Self-referral**



**Immediate telephone advice & support**



**Signposting to other services**

## Single Point of Access (SPA)

Children, young people, families and professionals are able to access our service using a single contact number



**Strictly confidential**

**Kent SPA**  
0800-1800 Mon-Fri  
0800-1200 Saturday  
0300 123 4496

Accessible 24 hours a day, 7 days a week (All calls after 1800 and before 0800 are answered by our Mental Health Direct team)



**Open to anyone who has or is at risk of having mental health problems**



# No of referrals

Locality Services East Kent	<b>Apr 18</b>	<b>May 18</b>	<b>Jun 18</b>	<b>Jul 18</b>
Number of referrals received via SPA	663	755	1062	711

Locality Services West Kent	<b>Apr 18</b>	<b>May 18</b>	<b>Jun 18</b>	<b>Jul 18</b>
Number of referrals received via SPA	481	604	683	542



# Neurodevelopment (ASD/ADHD/LD)

## East Kent

Neurodevelopment (0+ and undertake reviews)	<b>Apr 18</b>	<b>May 18</b>	<b>Jun 18</b>	<b>Jul 18</b>
Number of referrals received via SPA	253	280	320	231

## West Kent

Neurodevelopment (ASD/ADHD/LD- 12+)	<b>Apr 18</b>	<b>May 18</b>	<b>Jun 18</b>	<b>Jul 18</b>
Number of referrals received via SPA	74	65	125	134



# Crisis Model

**Provision of 24  
hour crisis  
cover**



**NELFT  
Mental  
Health Direct  
(MHD)  
provides a  
telephone  
service after  
hours**



**We support  
the Crisis  
Care  
Concordat to  
deliver a safe  
and effective  
network of  
places of  
safety**



**Additional  
support from  
a consultant  
& NELFT  
manager on-  
call out of  
hours &  
weekends**



# Crisis care required

East Kent		<b>Apr 18</b>	<b>May 18</b>	<b>Jun 18</b>	<b>Jul 18</b>
	GRAND TOTAL	33	42	51	23
No. of CYP with LAC Alert Status who attended A&E in Crisis		13	0	8	4

West Kent		<b>Apr 18</b>	<b>May 18</b>	<b>Jun 18</b>	<b>Jul 18</b>
	GRAND TOTAL	24	31	53	47
No. of CYP with LAC Alert Status who attended A&E in Crisis		13	4	0	5





# Waiting times

- **Patients should not wait any more than 18 weeks from referral to the time of their first treatment intervention (RTT 92% of patients)**
- **Demand for services remain high**
- **Current staffing capacity not adequate to achieve 18 weeks**
- **Review of staff resources completed**
- **Contract aspirations**

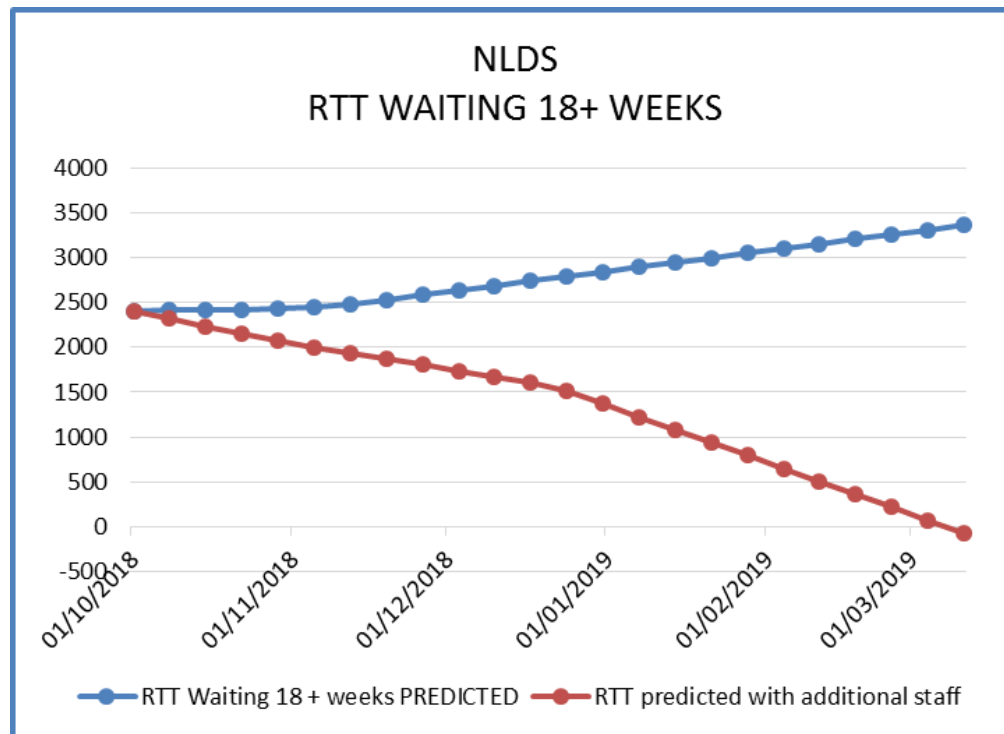


# LTP Funding secured

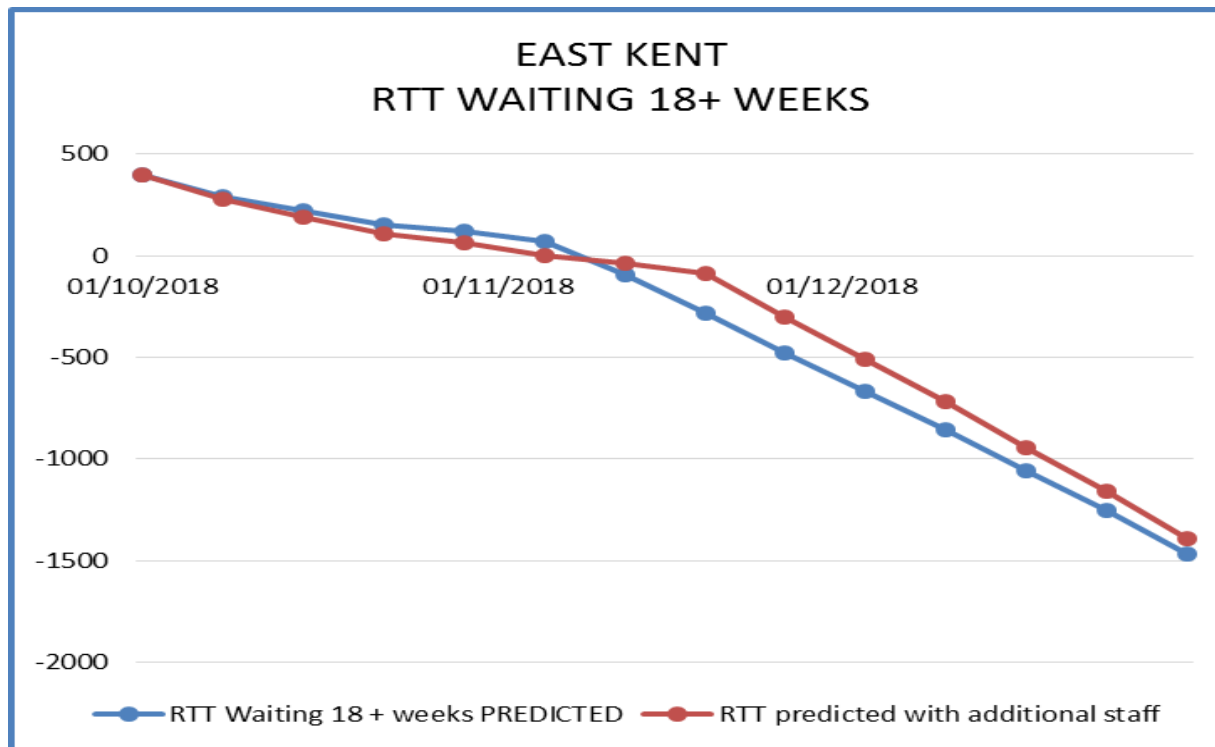
- Additional staff linked to service trajectory
- Increase the use of Digital technology by:
  - Increasing online access by 600+ for 16/18 year olds
  - Clinical lead post
  - Assistant Psychological therapy post
- Young People Participation worker- planning and monitoring of services
- Strategic Leadership post



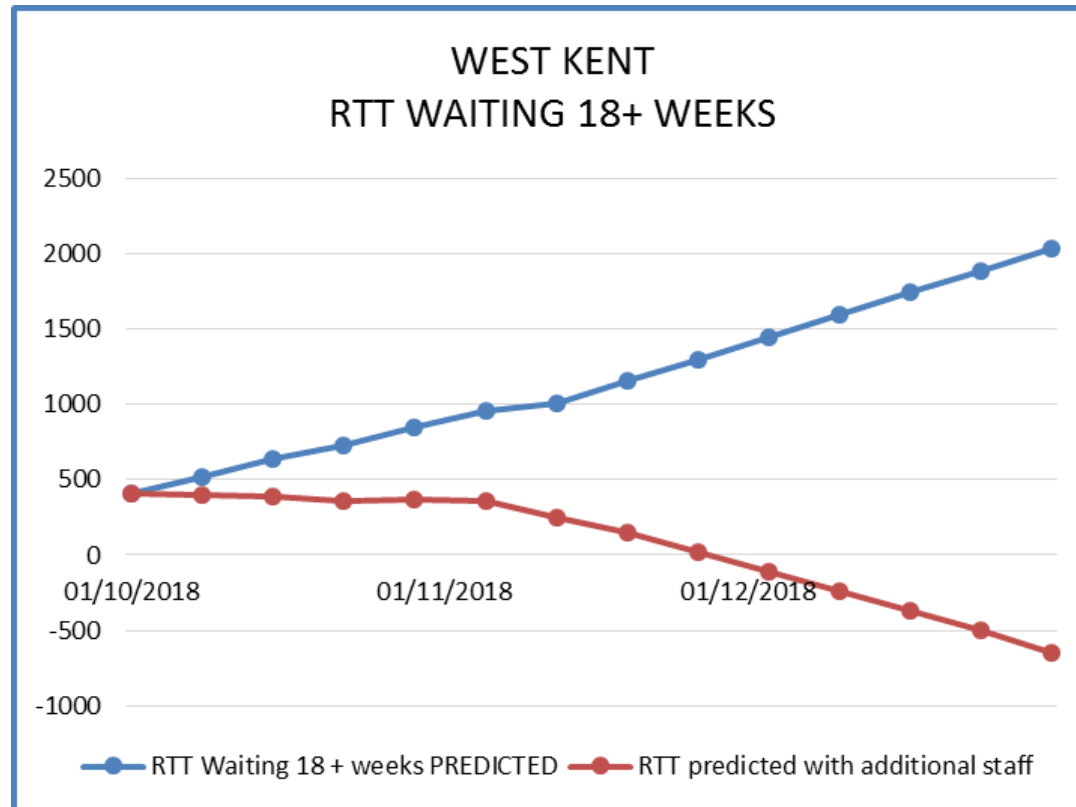
# Neurodevelopment Trajectory



# East Kent Trajectory



# West Kent Trajectory



# Discharge

Locality Services - East Kent	<b>Apr 18</b>	<b>May 18</b>	<b>Jun 18</b>	<b>Jul 18</b>
Number of referrals received via SPA	663	755	1062	711
Number of Discharges	479	488	585	742

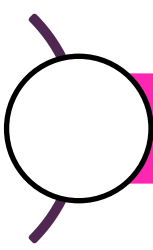
Locality Services - West Kent	<b>Apr 18</b>	<b>May 18</b>	<b>Jun 18</b>	<b>Jul 18</b>
Number of referrals received via SPA	481	604	683	542
Number of Discharges	402	448	539	480



# Strategic Improvement Partner

- **Kent Partner workshop 6 September 2018**
- **Stakeholder and Partner (1 year progress) 8/9 October**
- **Foster the culture change that is needed in clinical leadership**
- **Co-lead the development and submission of the Trailblazer bid**
- **Transformation Planning and Delivery**
- **CYP-IAPT and other development opportunities**
- **CYPMHS schools work stream**
- **Partner with colleagues in Public Health to better understand local populations**





# Early Help

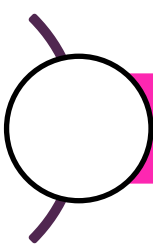
- ❑ **Manual data August 2018 – 168 contacts (126 consultations, 18 assessments, 24 F2F interventions)**
- ❑ **NELFT attendance at 42 regular monthly meetings**
- ❑ **NELFT attendance at multiple monthly ad hoc meetings**
- ❑ **Joint review of service offer September 2018**
- ❑ **7 Pathway leads for Early Help plus locality workers**
- ❑ **Prioritisation of C&YP at early stages**





## Implementation plan Autumn 2018

- ❑ **New electronic RIO form for use September 2018  
(to allow electronic data capture and thus reporting)**
- ❑ **Consultation line**
- ❑ **Joint training plan**
- ❑ **Continued regular attendance at EHU meetings**



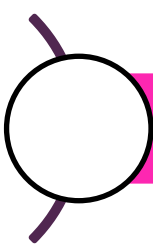
# Looked After Children

<b>East Kent</b>	<b>Apr 18</b>	<b>May 18</b>	<b>Jun 18</b>	<b>Jul 18</b>
No of Referrals received via SPA with LAC Alert Status	22	9	27	25

<b>West Kent</b>	<b>Apr 18</b>	<b>May 18</b>	<b>Jun 18</b>	<b>Jul 18</b>
No of Referrals received via SPA with LAC Alert Status	22	13	6	23

- Early assessment (KPI) within 2 weeks for LAC/CIC**
- Key relationship building with Carers, Social Care- need to enhance this**
- Complex Care Pathway Lead**
- Implementation of weekly consultation slots**

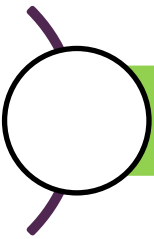




# Youth Justice Services

- **Youth Justice Board has NELFT representative**
- **2017/18 Kent Youth Justice Plan priorities**
- **7 Pathway Leads**
- **Range of evidence based intervention to meet need**
- **Support and training programmes**





# Future in Mind

**Partnership working**

**Early Help**

**Primary care pathways**

**Transition**

**User engagement/improved experience**

**Looked after children and young people**

**Digital innovation**

**School development**

**Tier 4**

**Data flows**

