

Joint response to Healthwatch Worcestershire Covid-19 Young People’s Emotional Wellbeing Report – NHS Herefordshire and Worcestershire CCG, Worcestershire County Council and Herefordshire and Worcestershire Health and Care NHS Trust.

HWW Recommendation	Response	Responsible agency
Information Sources		
<p>1. Ensure that the following websites are current, easy to find via web search, clear to navigate, provide links to other websites where appropriate and provide clear and consistent messages about emotional wellbeing and how to access support. Ensuring the involvement of young people in this process, for example by asking the Youth Board to carry out a review of current websites and information.</p> <p>Worcestershire Healthy Minds Worcestershire Starting Well Worcestershire Children First Worcestershire County Council School and College websites</p>	<p>The HWHCT Youth Board will be asked to undertake a review of the Trust websites – to include currency; ease of search and access; quality of information and links Report will be shared with Trust Communications Team so that feedback can be reviewed and acted upon where possible We are continually developing our websites to ensure they comply with all accessibility standards, are easy to navigate and easy to find via search engines. Our web host, VerseOne, are also engaged in this.</p> <p>Worcestershire Children and Young People’s Emotional Wellbeing and Mental Health Partnership Board will decide how each of the websites are reviewed by children and young people. This may be through the Trust Youth Board to maintain consistency or through WCC youth groups. The board will also ensure the 4 main websites are showing consistent messages as part of this review. The review group could also contact schools and college with suggestions for content.</p>	<p>HWHCT</p> <p>HW CCG</p>
<p>2. Consider how to increase awareness of:</p> <p>i. Key local websites – Worcestershire Healthy Minds, Worcestershire Starting Well Partnership, Worcestershire Children First, Worcestershire County Council.</p>	<p>Healthy Minds and Starting Well Partnership services are well represented on social media, increasing access to information to a wider group of people. In particular the Healthy Minds service is supported by the Trust’s Now We’re Talking campaign which is very active on social and traditional media, and is also creating new and innovative ways of highlighting support, for example through the Now We’re Talking with Art trails planned during 2021 Kooth is promoted across Worcestershire, through social media, schools, partners organisations and parent/carer groups.</p>	<p>HWHCT</p>

<ul style="list-style-type: none"> ii. Support and information available via – Kooth, Chat Health, BESTIE app and Worcestershire Healthy Minds iii. Information for young people about how to manage your own emotional wellbeing iv. Information about Covid-19 and current Government guidance aimed at young people e.g. The Rona Hub <p>Via a variety of methods including: ➤ Email ➤ Text message ➤ YouTube and other social media platforms e.g. Instagram and TikTok ➤ Regular Student bulletins ➤ Printed materials e.g. posters, leaflets and letters</p>	<p>HWHACT to work with WCF and WCC communications teams to agree regular programme of promotion.</p> <p>Public health are setting up a Youth Covid Champions scheme- which would promote The Rona Hub and have regular dialogue with champions who would then disseminate info</p>	<p>HWHCT/WCF/WCC</p> <p>WCC public health</p>
<p>3. Consider how to promote key messages to young people, including:</p> <ul style="list-style-type: none"> i. Understanding of the impact of Covid-19 on young people and the issues that are worrying them ii. They are not alone in finding the current situation difficult and others share their worries iii. Others e.g. school and health professionals are there to listen /it's good to talk iv. Balancing impact of negative news and encouraging resilience – e.g. Let's Take Back Our Lives campaign 	<p>The Now We're Talking campaign is keen to work with local young people to consider our approach to this. This is an area where further work, in partnership with wider community organisations, could be enhanced and developed and we would be keen to discuss opportunities for this</p> <p>The Youth Covid Champions scheme will work to promote these key messages to young people.</p> <p>HWCCG will work with young people and partners to provide an information pack to sixth form and other colleges to identify the range of reactions YP have experienced post covid, sources of individual support and other reliable sources of advice.</p>	<p>HWHACT</p> <p>WCC – public health</p> <p>HW CCG</p>

<p>v. Importance of following current government guidance around social distancing and ensuring that information is clear and easy to understand.</p>		
<p>Accessing support</p>		
<p>4. Provide reassurance that systems are in place to check on the wellbeing of young people who are known to be vulnerable and to identify any additional young people who may be at risk.</p> <p>5. Ensure systems are in place in schools and colleges to check on the emotional wellbeing of young people.</p> <p>6. Ensure systems are in place to check on the emotional wellbeing of young people who are not in education / home educated.</p>	<p>Children and Young People known to services to be vulnerable or at risk will be reviewed as required working together with agencies involved in their plan. The Electronic Patient Record is shared and/or accessed by all services supporting children and young people therefore details of all assessments and interventions are accessible within the same electronic patient record. Alerts can be placed on records to raise awareness</p> <p>The Starting Well Partnership service is introducing additional universal health checks/reviews for school age children. School entry, Year 6 and Year 9. Service will use "School Screener" – pupils complete at school. The outcome of the questionnaires is analysed to identify emerging themes and concerns for individual pupils as well as aggregating information and concerns for year groups/schools to better support PHSE and curriculum. The roll out of this has been delayed this academic year due to Covid measures although plans are in place for roll out later 2021.</p>	<p>HWHCT</p> <p>WCC – public health, HWHCT and education</p>
<p>7. Ensure that young people across Worcestershire are able to consistently access support services. Including:</p> <ul style="list-style-type: none"> ➤ Counselling and support services in all schools and colleges ➤ School Nursing Service available in all schools 	<p>Access to resources and advice, online counselling and support services including: MindED – this is a national website which provides free educational resources for families and professionals</p> <p>Emotional Wellbeing Toolkit – This will help those CYP who are experiencing levels of low mood, self-esteem and despondency due to factors regarding their learning, social relationships such as bullying which are most appropriately supported and resolved by education .The Emotional Wellbeing Toolkit document which aims to</p>	<p>HWHCT</p> <p>HW CCG</p>

<p>➤ Plans for expansion of Mental Health in Schools Teams to cover all schools</p> <p>➤ Availability of support for young people not in education / home educated</p>	<p>provide a quick guide to best practice in order to help Worcestershire schools, colleges and other education settings know what they should be providing to meet the emotional wellbeing needs of their pupils and learners, and to know when and how to access further support if needed.</p> <p>School Health Nurses (Starting Well Partnership each cover a number of schools across the county and provide advice, guidance and some specific interventions to support the emotional wellbeing of school age children and young people.. The nurses have received training to support a variety of low level mental health needs including self-harm. The young person's teacher will be able direct them to the school health nurse.</p> <p>In addition Chat Health is a text messaging service run by our School Health Nurse colleagues for 11-19 year olds</p> <p>Mental Health Support Teams in Schools are targeting schools across the county where there has been a higher level of need identified. There are currently 3 teams of Education Mental Health Practitioners (12 people in total) in training in Worcestershire. Each team is responsible for a school age population of between 7000 and 8000 students. There are future increases planned which should amount to a further 3 teams being in place over the next 3 years</p> <p>Issues around recruitment & retention of School Nurses is a national issue. HWHCT have had a number of vacancies, however, have now recruited who will start in September. Starting Well Partnership service in schools is provided by a skill mixed team so not all SHNs, also Health Care Assistants, and community health connectors.</p>	<p>HWHCT</p>
<p>8. Provide information about current waiting times to access Child and Adolescent Mental Health Service and assurance that targets are being achieved.</p>	<p>The waiting time for access to CAMHS is 8 weeks for an initial mental health assessment (CHOICE). At this appointment we will work with the young person and their parent/carer to understand the difficulties and mental health need. We will talk together to work out what kind of help would best suit the young person's needs. Not everyone will need to continue to see us, as their needs may be better</p>	<p>HWHCT</p>

	<p>met by other services. This will be fed back to the young person and their family/carer.</p> <p>Where the young person needs can be met within CAMHS the intervention should start no later than 25 weeks following the date the young person was first referred to the service.</p> <p>The service is compliant with these timescales</p> <p>The Worcestershire Children and Young People’s Emotional Wellbeing and Mental Health Partnership Board will ensure that waiting times are regularly presented to the group.</p>	HW CCG
<p>9. Provide assurance of the planning in place to ensure that there is capacity within all services to meet the potential increase in demand for emotional wellbeing and mental health support due to Covid-19.</p>	<p>CAMHS is continually reviewing the demand for access to its service. The impact of the Covid 19 Pandemic was initially a drop in demand which has shown fluctuations over the past 12 months often aligned to the return of schools. The majority of referrals into the service are from either general practice or from schools. The significant impact on the service is the acuity of the children and young people presenting to the service requiring intensive and urgent support.</p> <p>At the start of the pandemic the Trust implemented a 24/7 out of hours all age crisis line to support young people out of hours. This provision will continue and is being funded using the additional government mental health investment.</p> <p>We are currently working on a Covid Recovery Plan across the system. It is recognised that young people have been disproportionately affected and particularly regarding emotional health & wellbeing.</p> <p>We are currently identifying additional need and demand to enable planning</p>	<p>HWHCT</p> <p>WCC – public health/ HWHCT/HWCCG</p>
<p>10. Ensure that support meets the needs of young people by:</p> <ul style="list-style-type: none"> ➤ Involving them in discussion and decisions about the best way for them to access support ➤ Taking into consideration their individual preferences and circumstances. 	<p>The Trust has a co-production strategic approach that underpins all other Trust policies, strategies and approaches to the way young people are involved. The document pertains to strategic and operational involvement.</p> <p>At an operational/clinical level, there is focused work taking place in Starting Well Partnership to embed co-production approaches. This has commenced with a further exploration of co-production principles as they apply to service work, and</p>	HWHCT

	<p>staff are engaging with asset based community development approaches to embed this into practice</p> <p>At a system level, much work is taking place around the personalisation agenda. This includes the six components – shared decision making; personalised care and support planning; enabling choice; social prescribing and community based support; supported self-management; personal health budgets. This work is supported by a collaborative and a group of system colleagues who are working to embed the principles.</p> <p>HWCCG have commissioned Action for Children to develop a sustainable approach to enable children and young people to actively shape their local health services. This will cover all health services.</p>	<p>HW CCG</p> <p>HW CCG</p>
<p>11. Consider barriers to accessing support remotely, including privacy and lack of internet access and device, when planning future service delivery, including:</p> <ul style="list-style-type: none"> ➤ How and when support currently being carried out remotely due to Covid-19 restrictions can resume face-to-face ➤ How support can be delivered face-to-face in the short term for those unable to engage with remote support. 	<p>Services are providing a blended model of provision for children young people and families. When considering the preferred method of support the needs of individuals are taken into account alongside assessing potential risks, outcomes and clinical need. Some services have continued to provide face to face interventions throughout the pandemic for example within CAMHS when the assessed level of need and risk requires face to face contact. In addition, in the Starting Well Partnership more vulnerable families have been supported face to face where indicated. We have sought feedback across a range of services to understand the impact of remote contacts and to inform the recovery of provision while restrictions remain in place.</p> <p>The service has provided face to face support for urgent or vulnerable situations and where engagement with remote support has been difficult</p> <p>The digital offer including the potential inequalities to access will be included within the Children and Young People’s Mental Health and Emotional Wellbeing Transformation Plan which will be published September 2021</p>	<p>HWHCT</p> <p>HW CCG</p>

<p>wellbeing or for other issues such as domestic violence.</p>	<p>This is available and has been promoted by Starting Well Partnership service and website as well as WCC here2help offer</p>	<p>HWHCT, WCC – public health</p>
<p>15. Consider how to raise awareness with young people, parents and carers that young people with additional caring responsibilities may be able to access information and support for Young Carers.</p>	<p>We will revisit our website in relation to young carers, young adult carers and parents carers and see if we can make it clearer about support available.</p> <p>We will also review the newly developed Trust website to ensure it includes the comprehensive information available on the old site. Where it is found missing, we will work with Trust communications colleagues to reinstate.</p> <p>We are aware that our Carers Network group does not have anyone identifying as a young adult carer - this is something we can look into and hopefully make our young members of staff aware of.</p>	<p>HWHCT</p>
<p>16. Provide reassurance that systems are in place to check on the wellbeing of young people who are known to have caring responsibilities and to identify additional young people who may have caring responsibilities.</p>	<p>For young carers known to our services we will work in partnership with the young person and their support network.</p> <p>This will be picked up as part of the new School Screener programme being implemented through Starting Well Partnership as described above with additional universal health checks for school age children.</p>	<p>HWHCT, WCC, WCF</p> <p>HWHCT, WCC – public health</p>