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Bwrdd Iechyd Prifysgol  
Abertawe Bro Morgannwg  
University Health Board



<b>Meeting Date</b>	<b>27<sup>th</sup> July 2021</b>	<b>Agenda Item</b>	<b>2.4</b>
<b>Report Title</b>	<b>Child &amp; Adolescent Mental Health Services (CAMHS) Assurance Report</b>		
<b>Report Author</b>	Michelle Davies, Head of Strategic Planning Joanne Abbott Davies, Assistant Director of Strategy & Partnerships		
<b>Report Sponsor</b>	Siân Harrop-Griffiths, Director of Strategy		
<b>Presented by</b>	Joanne Abbott-Davies, Assistant Director of Strategy & Partnerships Siân Harrop-Griffiths, Director of Strategy		
<b>Freedom of Information</b>	Closed		
<b>Purpose of the Report</b>	To provide an update on the performance of CAMHS, and the action being taken to improve the current position.		
<b>Key Issues</b>	<p>Compliance against the Welsh Government targets has deteriorated following a period of significant improvement.</p> <p>Children &amp; Young people are facing challenging times, and there is increasing demand on services for support with their mental health and also an increase in the acuity of these referrals. Improving access to CAMHS is a key priority for the Health Board, and whilst significant progress has been made, the increased demands outlined above are impacting on access times.</p>		
<b>Specific Action Required</b> <i>(please ✓ one only)</i>	<b>Information</b>	<b>Discussion</b>	<b>Assurance</b>
			X
<b>Recommendations</b>	<p>Members are asked to:</p> <ul style="list-style-type: none"> <li>• Note the latest performance position of CAMHS and consider the action being progressed to improve this position;</li> <li>• Consider the actions taken in the short term to rectify the deterioration in performance;</li> <li>• Note that plans are in place to address the backlog in P-CAMHS patients waiting over the summer and that further discussions are underway between Swansea Bay and Cwm Taf Morgannwg UHBs to agree the most appropriate way to ensure the P-CAMHS targets are achieved prior to end of March 2022;</li> </ul>		

	<ul style="list-style-type: none"><li>• Consider the work that is being progressed strategically to enable the service to become sustainable.</li></ul>
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## Child & Adolescent Mental Health Services (CAMHS) Assurance Report

### 1. INTRODUCTION

The purpose of this report is to:

- Provide the latest performance position of the Child & Adolescent Mental Health Services (CAMHS) provided for Swansea Bay residents by Cwm Taf University Health Board;
- Highlight the actions being taken to improve the current position against targets;
- Note that plans are in place to address the backlog in P-CAMHS patients waiting over the summer and that further discussions are underway between Swansea Bay and Cwm Taf Morgannwg UHBs to agree the most appropriate way to ensure the P-CAMHS targets are achieved prior to end of March 2022;
- Highlights the challenges and the work ongoing strategically to stabilise the position in the short and medium term.

### 2. BACKGROUND

Five Welsh Government targets are monitored by the Health Board:

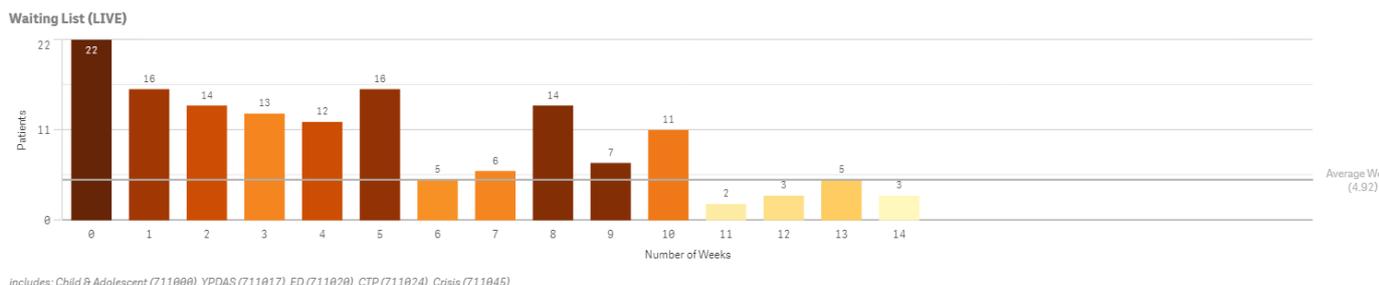
- SCAMHS- % of routine assessments undertaken within 28 days from receipt of referral (SCAMHS)
- SCAMHS- % of Health Board residents in receipt of CAMHS who have a Care and Treatment Plan
- PCAMHS- % of therapeutic interventions started within 28 days following assessment by LPMHSS
- PCAMHS- % of routine assessments undertaken within 28 days from receipt of referral
- % of urgent assessments undertaken within 48 hours from receipt of referral (Crisis)

There has been particular concern in relation to the Assessment targets historically, and following the re-opening of schools, compliance against these two targets has once again declined. Prior to the pandemic improvements in compliance were seen across all targets, including the assessment targets, where the Welsh Government targets were met for the first time.

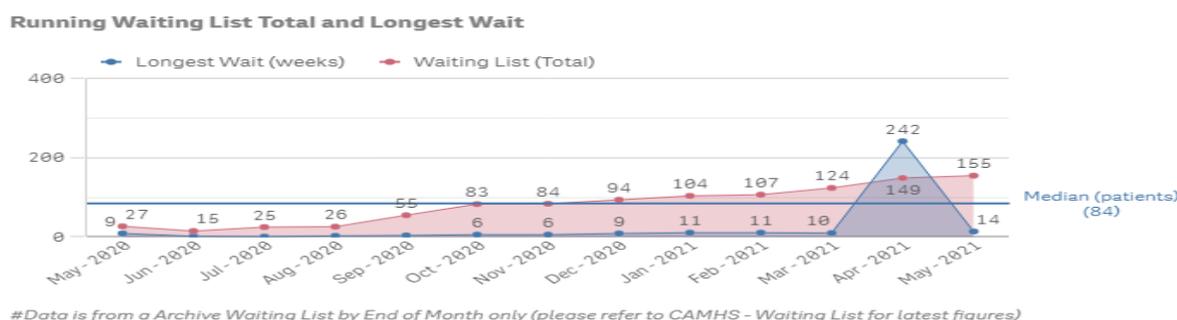
The current performance against the 28-day target, as at 29 June 2021:

Team	Total waiting	Waiting >28 days	% compliance	Average wait (weeks)
<b>SCAMHS Swansea Bay</b>	149	84	43.6%	4.9
<b>PCAMHS Swansea Bay</b>	114	90	21.1%	7.0

Graph 1 - SCAMHS total waiting and longest waiter over time



Graph 2

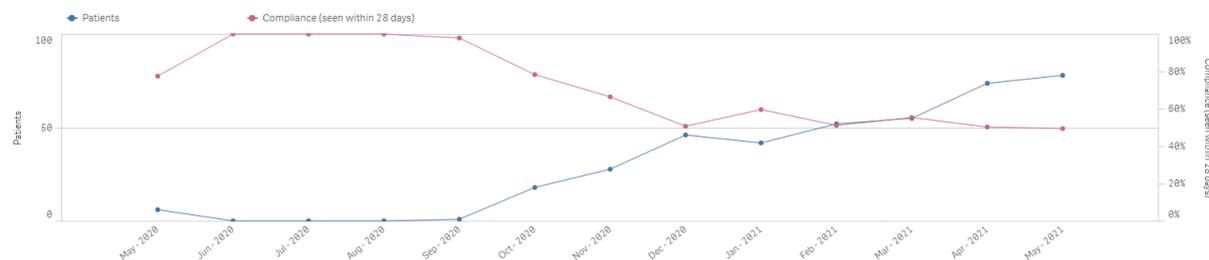


\*Validation/corrected error in April.

## 2.1 Specialist CAMHS (S-CAMHS)

The SCAMHS compliance has deteriorated significantly (as highlighted in graph 3 below) more recently due to vacancies, sickness and internal movement of staff resulting in gaps in service while vacancies are filled. The service has also seen an expected increase in demand following the re-opening of schools. Remedial action is being taken in relation to reimplementation of the job plan infrastructure within WPAS and has so far proven successful. A Demand & Capacity plan is underway, alongside a review of the current service model.

Graph 3  
Waiting List (LIVE) > 4 weeks

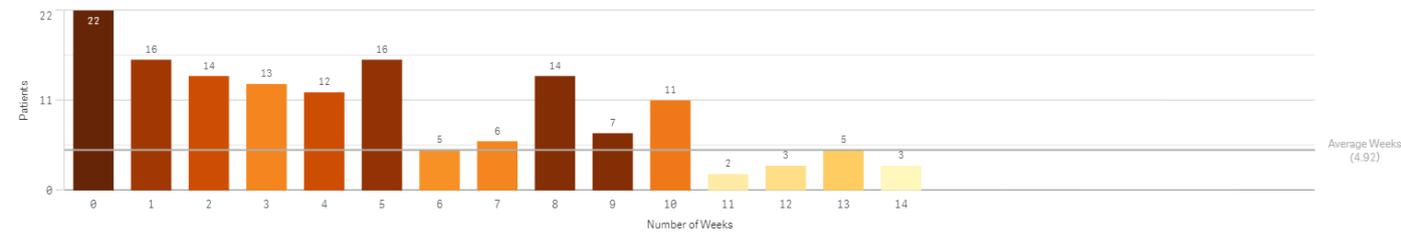


The waiting list profile for SCAMHS as at 29 June 2021 is highlighted overleaf in graph 4 with an average waiting time of almost 5 weeks for assessment.

## SCAMHS total waiting and longest waiter over time

Graph 4

Waiting List (LIVE)

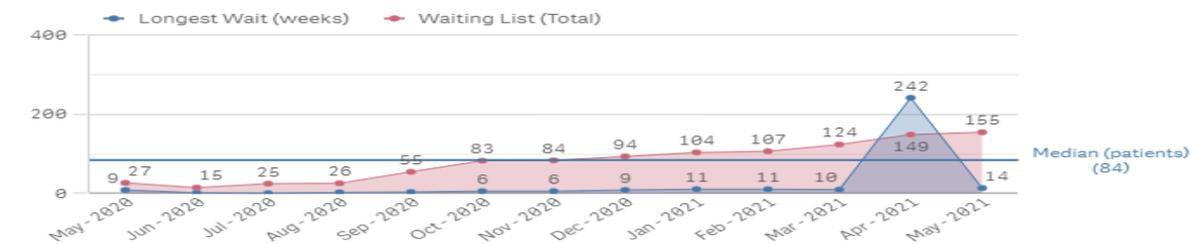


includes: Child & Adolescent (711000), YPDAS (711017), ED (711020), CTP (711024), Crisis (711045)

Graph 5 below highlights the increasing numbers on the waiting list since the schools re-opened in September – please note that the spike in March was due to a validation error.

Graph 5

Running Waiting List Total and Longest Wait



#Data is from a Archive Waiting List by End of Month only (please refer to CAMHS - Waiting List for latest figures)

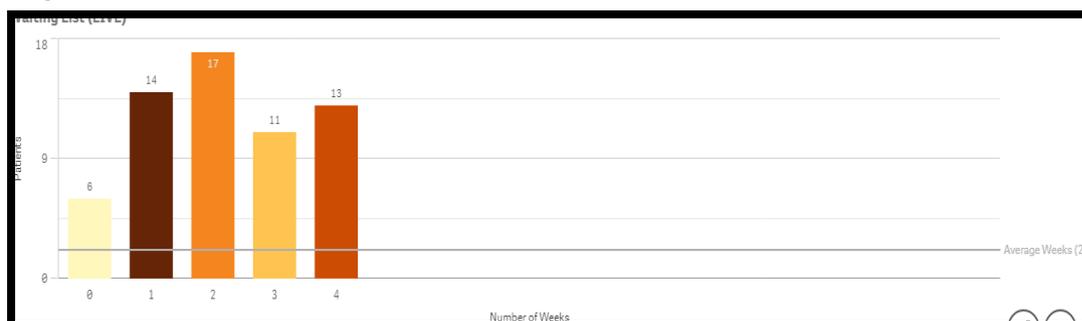
\*Validation/corrected error in April.

## 2.2 Primary CAMHS (P-CAMHS)

The PCAMHS position deteriorated following the Easter holiday period. This small team is depleted due to a vacancy and sick leave. There has also been an increase in demand. CAMHS have been operating some Waiting List Clinics to improve the position. Currently there does not seem to be any easing of the pressure and the number of referrals. The increased demand as a result of the pandemic is set to continue until at least September 2022 in line with Welsh Government modelling.

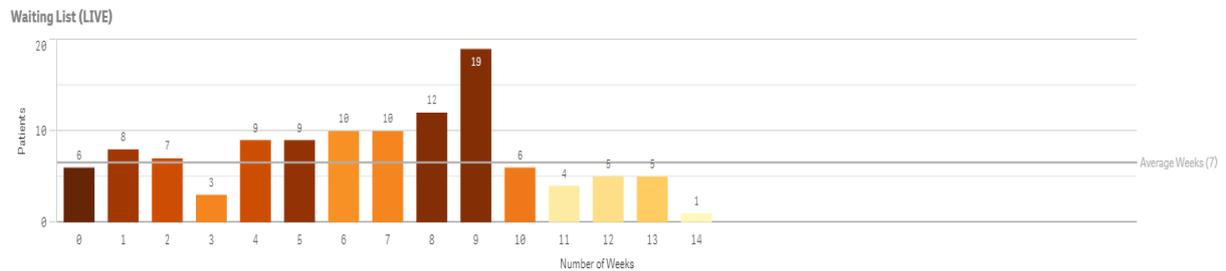
On the 17<sup>th</sup> May CAMHS were reporting an average waiting time of 4 weeks for an assessment and Graph 6 below highlights that there were 13 patients waiting 4 weeks for an assessment.

Graph 6



In the past 6 weeks this position has changed significantly, and at the last commissioning meeting on 30<sup>th</sup> June, CTMUHB reported that the average waiting time was 7 weeks as set-out below in graph 7.

**Graph 7**

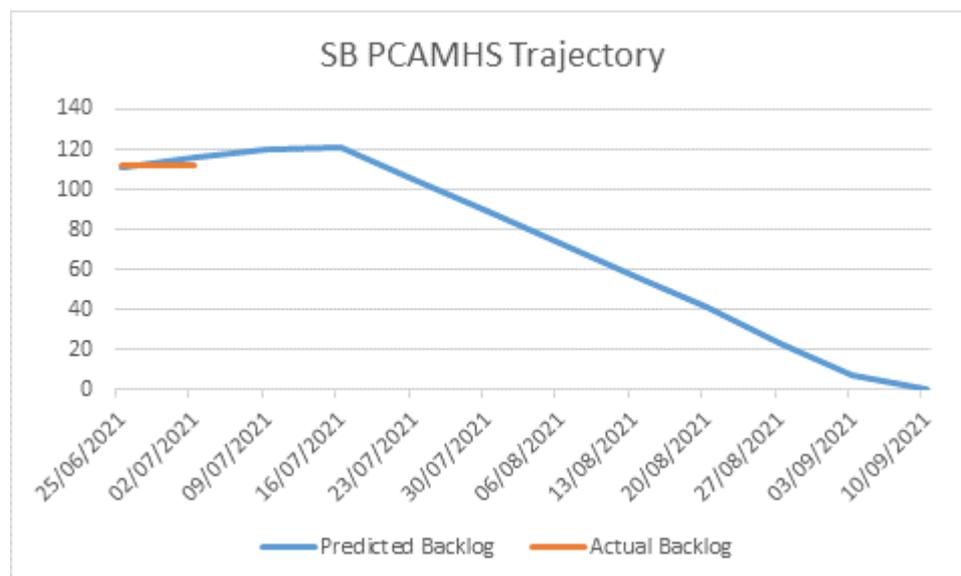


There are a number of improvements planned via the utilisation of Welsh Government service improvements monies, including the expansion of the CAMHS Single Point of Access that will ease pressure on the entire system.

The activity that is not currently monitored are the calls and referrals made to the CAMHS Single Point of Access (SPOA) and the school/ local authority liaison service, all delivered by the same P-CAMHS Team. Currently SPOA is still busy with duty calls and a large number of referrals that are requiring triage due to the referrals being complex in nature or there being a limited amount of information included. However, the number of cases assessed which result in referrals onto CAMHS have decreased.

At the last commissioning meeting held on the 30<sup>th</sup> June the CAMHS management team were asked to provide a trajectory for improvement for P-CAMHS and the following graph has been received, which aims to clear the backlog by September.

**Graph 8**



However, this trajectory is based on the assumption that the CAMHS liaison services within schools and the Local Authorities' Childrens' Services Intake Teams will be redeployed over the school summer holidays to clear the backlog of the P-CAMHS waiting list. Assuming that these staff are returned to normal duties from September 2021, with the current level of referrals and acuity, this would not result in the Welsh Government targets being met until end of March 2022. Swansea Bay UHB had agreed with CTMUHB that in addition to this redeployment, waiting list initiatives would be run using existing staff at overtime rates and agency staff to ensure the Welsh Government targets would be achieved prior to this. However, since this agreement was reached, a blanket ban has been imposed across Cwm Taf Morgannwg UHB on the use of agency and overtime rates for staff within their organisation and this will mean that the targets will not be achieved until March 2022. It is the intention for Swansea Bay to challenge this position with a view to additional waiting list initiatives being carried out as originally planned to address this deficit in service.

### **2.3 Challenges and Barriers**

CAMHS for Swansea Bay continues to face a number of challenges and barriers, including:

- CAMHS Performance has deteriorated in recent months following a period of significant improvement and achievement of the Welsh Government targets for the first time;
- Demand is increasing, particularly for Eating Disorder Services and is likely to continue to increase;
- CAMHS continues to be a small service, and reliant on a small specialist team with little opportunity to attract new recruits. Recruitment and retention has improved, but still remains a challenge;
- Whilst the compliance against the Crisis care target remains stable, the number of children & young people attending A&E, and being admitted to paediatric wards for mental health illness is increasing, outside of the Crisis service operating hours. This position should improve through Welsh Government funding to increase the hours of operation, but unfortunately not to a 24/7 level.

### **2.4 Impact of COVID**

CAMHS have highlighted that the pressure remains very high with a large number of duty calls and referrals daily to their Single Point of Access. At this time there does not seem to be any easing of the pressure and the number of referrals. This was particularly evident when some school children were completing their GCSE assessments in school and subsequently impacting on the pressures. The majority of duty calls related to children struggling with going back into school and sitting these tests. CAMHS are reporting an increase to the number of eating disorder referrals, however it is the level of acuity of the referrals that is the most concerning. The majority of calls to Crisis services have been related to eating disorders, and we

are seeing these young people on our paediatric wards and through our front door at Morriston.

The feedback from agencies is that an increasing demand for both emotional and mental health services has been seen as the pandemic has progressed, and particularly as the schools have re-opened. Partners agree that we are still learning about the emerging impact of the pandemic on children and young people's emotional health and wellbeing, and we would benefit from a strategic needs assessment, potentially as part of the work underway with the Regional Partnership Board and Public Services Boards on population and wellbeing assessments.

School Counselling services have seen an increase in demand following the re-opening of schools. In Neath Port Talbot, waiting lists are starting to reduce for school based counselling, following grant investment. There are other counselling services commissioned through Families First which children and young people access through the local authorities Early Intervention Panel. In Swansea, waiting times have increased, and are currently 2-3 weeks for the statutory service of school counselling. Swansea has also developed Early Help Hubs, and have recruited emotional health & wellbeing staff to support referrals, and children and young people in secondary schools

## **2.5 Future Plans and Priorities**

CAMHS have plans in place to implement the following improvements:

- S-CAMHS - Reimplementation of the job plan infrastructure within WPAS alongside Demand & Capacity Modelling to recover the current position.
- P-CAMHS – discussions underway between SBUHB and CTMUHB to agree the most appropriate way in which to address waiting list backlog over the summer to eliminate this by September 2021.
- On the 24<sup>th</sup> May the Health Board launched a 12-month pilot for the online mental health & wellbeing community - Kooth - for young people aged 11 to 18. The Service provides counselling for children & young people as follows:
  - Children and Young People with emotional wellbeing and/or emerging mental health problems, many of whom will require a low level / targeted/short-term intervention
  - CYP who are hard to reach and do not engage with services through traditional routes
- Launch of a dedicated website for Children and Young People with emotional health and wellbeing issues, signposting to appropriate support, advice and self-help. The site has been co-produced with children & young people – tidyMinds, due for launch at the end of July

2021. The website will also support professionals to signpost to the different services available.

- Secure Welsh Government monies to improve access to crisis care out of hours, Eating Disorders and Psychological therapies – whilst the bids have been submitted and a response from Welsh Government awaited, the service models are being discussed with partners to agree the options for service delivery.
- Roll-out of low level emotional health and wellbeing support for children and young people to prevent and avoid the need for referral to specialist CAMHS is being implemented with partners. The service for primary schools is hosted by CAMHS, and is delivered within schools.
- Full integration of CAMHS with one single base for staff to be achieved by end July 2021. This includes the opening of a new refurbished clinic for CYP on the Kingsway in Swansea and the consequent closure of Trehafod on the Cefn Coed site.
- Development of the CAMHS In-reach service on receipt of WG monies to support the Whole Schools Approach

### **3. GOVERNANCE AND RISK ISSUES**

All work programmes included within this paper have been subject to discussions and scrutiny with stakeholders including those who represent children & young people.

Access to CAMHS continues to be challenging, however we are more than ever aware of the challenges and stakeholders are working together to improve the position.

To mitigate the risk of poor access, we are implementing a number of initiatives including the continuation of the CAMHS single point of access, enhancing services via the Welsh Government investment, and the multi-agency projects including the roll-out of Kooth and the multi-agency website tidyMinds. CAMHS performance will be closely monitored via the commissioning arrangements.

However, it should be noted that if the Cwm Taf Morgannwg UHB position on overtime and agency usage continues this will negatively impact the Swansea Bay service in meeting its Welsh Government targets as outlined above.

### **4. FINANCIAL IMPLICATIONS**

The actions being taken do not have any financial implications except for existing allocated funding being redirected to waiting list initiatives if this is progressed.

## 5. RECOMMENDATIONS

Members are asked to:

- Note the latest performance position of CAMHS and consider the action being progressed to improve this position;
- Consider the actions taken in the short term to rectify the deterioration in performance;
- Note that plans are in place to address the backlog in P-CAMHS patients waiting over the summer and that further discussions are underway between Swansea Bay and Cwm Taf Morgannwg UHBs to agree the most appropriate way to ensure the P-CAMHS targets are achieved prior to end of March 2022;
- Consider the work that is being progressed strategically to enable the service to become sustainable.

<b>Governance and Assurance</b>		
<b>Link to Enabling Objectives</b> <i>(please choose)</i>	<b>Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities</b>	
	Partnerships for Improving Health and Wellbeing	<input checked="" type="checkbox"/>
	Co-Production and Health Literacy	<input type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input type="checkbox"/>
	<b>Deliver better care through excellent health and care services achieving the outcomes that matter most to people</b>	
	Best Value Outcomes and High Quality Care	<input checked="" type="checkbox"/>
	Partnerships for Care	<input checked="" type="checkbox"/>
	Excellent Staff	<input checked="" type="checkbox"/>
	Digitally Enabled Care	<input type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input type="checkbox"/>
<b>Health and Care Standards</b>		
<i>(please choose)</i>	Staying Healthy	<input checked="" type="checkbox"/>
	Safe Care	<input checked="" type="checkbox"/>
	Effective Care	<input checked="" type="checkbox"/>
	Dignified Care	<input type="checkbox"/>
	Timely Care	<input checked="" type="checkbox"/>
	Individual Care	<input checked="" type="checkbox"/>
	Staff and Resources	<input checked="" type="checkbox"/>
<b>Quality, Safety and Patient Experience</b>		
The report highlights a series of plans and actions to stabilise CAMHS with the progression of waiting list initiative clinics and improve compliance against the Welsh Government targets. This in turn will improve the outcomes for patients, and mitigate any quality and safety risks.		
<b>Financial Implications</b>		
There are currently no financial implications, as CAMHS is provided via an SLA between CTM and SBUHB. There are gaps in the service as a result of historic underfunding in areas such as CAMHS Crisis, however the significant pressure currently experienced is as a result of increased demand on the service – modelling undertaken shows that the increased pressure on mental health services will continue until 2022. Proposals have been submitted to Welsh Government in line with the capacity deficits identified, and financial monitoring is being adapted to accommodate these new monies.		
<b>Legal Implications (including equality and diversity assessment)</b>		
There are no legal implications to consider.		
<b>Staffing Implications</b>		
Whilst the Welsh Government monies will provide resources, there is a recruitment challenge to obtain the specialist staff, particularly as when the monies are released all Health Boards will be looking to recruit from the same, limited, pool of staff.		
<b>Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)</b>		
The actions outlined in the report support the five ways of working outlined in the Act. Swansea Bay University Health Board are working with all partners to identify improved ways of working to not only improve the short-term performance of the service for patients but also to deliver the long term strategic vision.		
<b>Report History</b>	This committee considered the last report in June 2019.	
<b>Appendices</b>	None	