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Cardiff and Vale  
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**Freedom of Information Act 2000 - Request Reference FoI/21/440**  
**CAHMS Feedback**

**Information Requested:**

I am currently conducting a small research project looking at the feedback processes for Child and Adolescent Mental Health Services.

I am hoping you can assist by sending me a copy of any feedback surveys or questionnaires you give to children (or parents of) attending your CAMH services, as well as a few brief details, such as who completes them and when, how they are distributed, and so on. Any information you can provide would be hugely useful and greatly appreciated.

**Response Details:**

The Emotional Wellbeing and Mental Health Care Group is currently streamlining its use of outcome measures across the care group to move more in line with the "Working Together Toward Common Goals: Outcome measurement in Wales" Framework.

Currently the measures used across the three clusters, outlined in the "Working Together Toward Common Goals: Outcome measurement in Wales" Framework are:

**Improvement in my wellbeing cluster:**

Since the introduction of the Choice and Partnership Approach (CAPA) in Cardiff and Vale, for several years, we have used the Revised Children's Anxiety and Depression Scale (RCADS) available to view here: <https://www.corc.uk.net/outcome-experience-measures/revised-childrens-anxiety-and-depression-scale-rcads/>

These are completed at the first assessment, at reviews, and towards the end of interventions to review changes to presenting difficulties over time. They are administered by admin (during the offer of a first appointment) and clinicians.

The services is looking at ways of completing these more dynamically using online systems since the development of virtual consultations.

**Being able to set my own goals/aspiration cluster:**

Since the start of CAPA the service has used Goal Based Outcomes which can be viewed here: <https://www.corc.uk.net/outcome-experience-measures/goal-based-outcomes-gbo/>





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These are discussed at the first assessment, and more in depth during the first few appointments (where appropriate); monitored either weekly or fortnightly, at reviews and as interventions are ending. They are central to the interventions offered, so are discussed regularly (where appropriate) in the interventions offered.

**My experience and satisfaction cluster:**

The service also uses both a child and parent version of the Child experience of service questionnaire, which can be viewed here: <https://www.corc.uk.net/outcome-experience-measures/experience-of-service-questionnaire-esq/>

This is given to families at the end of their intervention with a clinician in the team (so administered by a clinician). Work is underway to operationalise this using survey monkey.

Future work within the Care Group will also focus on developing a centralised database to collate the information from these measures, as to date the information is used to inform clinical practice and the interventions offered.

