

Freedom of Information Act 2000 - Request Reference FoI/22/516
Mental Health

I should like to request the following information about the emotional support and crisis services available to people under the age of 18 in Vale of Glamorgan, which falls within the geographical remit of your organisation. I would like to find out the following information about the services that you are commissioned to deliver in Vale of Glamorgan to people under the age of 18 who are experiencing emotional distress and/or who are at risk of attempting suicide:

- **Inclusion/exclusion criteria**

For general Emotional Wellbeing & Mental Health Services, please see the below:

Inclusion –

Patients aged between 0 and 17 years 9 months, and presenting with severe, complex, and enduring mental health difficulties, including:

- Severe Anxiety disorders – Moderate to severe anxiety and/or panic attacks.
- Debilitating separation anxiety – Significant phobias including school phobia.
- Depression and low mood – Physical symptoms such as poor sleep, appetite, or libido.
- Cognitive symptoms – negative thoughts about self, others, or the world.
- Suicidal ideas – level of intent, current thoughts.
- Gender identity issues (for patients aged up to 17 years 6 months).
- Eating disorders
- Obsessive compulsive disorder – Obsessions with or without compulsions with functional impairment which haven't responded to primary interventions such as primary mental health support.
- Psychosis.
- Self-harm and suicidal intent.
- The patient must have been seen and assessed by a general practitioner or community paediatrician before referral.

Exclusions –

- The service is not appropriate for children and young people who are experiencing a normal reaction to a significant life event, e.g. a normal bereavement or a normal reaction to parental separation.
- Children and young people who are at imminent risk of significant harm to themselves or others secondary to mental health difficulties should be referred to the Crisis liaison team for acute child and adolescent mental health assessment.
- Consider referring to other agencies in the first instance. Therapeutic interventions are likely to be more clinically effective if the wider social context issues have been or are being addressed and supported.

For Crisis, please see the below:

Inclusion –

The service is for children and young people up to 18th birthday who present in crisis with an acute mental health need that requires an urgent health assessment and plan of care.

Exclusion –

The CAMHS Crisis Liaison Team will not:

- Assess anyone over the age of 18 years unless it is identified in the transition plans and after consultation with the Adult Mental Health Liaison/ Crisis Resolution Team.
- Assess a young person who is under the influence of drugs and/or alcohol.
- Will not be able to give advice regarding the use of psychotropic medication.
- Assess children/ young people who are undergoing medical intervention for physical health problems, unless they are currently presenting with acute mental ill health and are at risk to themselves or others.

- **How the service is accessed, i.e. open access, self-referral, third party referral**

Our Emotional Wellbeing & Mental Health services for children and young people can be accessed through a referral from a professional such as a GP, school, social worker etc.

Cardiff and Vale University Health Board (the UHB) have launched a Schools In-Reach service which can be accessed through education

Crisis services can be accessed through a referral from a professional such as a GP and our Single Point of Access. If a family or carer have concerns about a young person and feel they are unable to keep them safe, Crisis services can also be accessed through A&E.

- **Channels of support, e.g. telephone, email, text, webchat, face-to-face, and types of location if face-to-face**

Support for children and young people is provided through a variety of mediums including telephone, virtual and face-to-face means.

- **Opening hours/availability**

Our Emotional Wellbeing & Mental Health services for children and young people operate between the hours of Monday – Friday from 09:00 to 17:00.

The Crisis service for children and young people is offered between the hours of 09:00 – 00:00, 7 days per week. Outside of these hours, support is provided by the network rota which covers Cardiff and Vale UHB, Cwm Taf UHB and Swansea Bay UHB.

- **Type of support provided, i.e. structured therapeutic counselling, peer support, helpline**

Our Emotional Wellbeing & Mental Health services provide a variety of support including short-term intensive support, long term support for enduring mental illness, psychological therapies, nurse therapies, brief intervention and Psychiatric support. There is also support available through the School In-Reach service.

The Crisis service offers a Crisis assessment and then a follow-up appointment within seven days of this assessment. Following support from Crisis, the child or young person may be discharged, signposted or referred to another area of the service depending on their needs.

- **If support is provided to parents or carers**

Support is available for parents and carers through our commissioned service platform or through our Parent Support Practitioner.

- **Length of support offered**

Length of support provided by Crisis is generally short term between 1-2 weeks. However, if further support is required there are a number of services available for children and young people in Emotional Wellbeing & Mental Health which offer longer term intervention.

- **If the support is provided by paid employees, freelance/contract staff, volunteers.**

Generally, staff within Emotional Wellbeing & Mental Health Services for children and young people are paid employees of the Health Board. However, we often also work with professionals through agency.

- **Intended outcomes for the services**

- Improve health outcomes for children and young people presenting with emotional wellbeing and mental health concerns
- Offer a no wrong door principle
- Provide one single point of access for the emotional wellbeing and mental health service
- Triage and offer consultation at the point of referral by clinical staff
- Operate in a streamlined way to provide appropriate support without multiple assessments
- Provide a clear assessment and therapeutic EW&MH service offer, underpinned by robust triage criteria
- Offer consultation, advice and formulation at all levels of need through the single point of access and service offer levels of need through single point of access
- Establish clear links to Early Help services
- Provide a seamless service from prevention through to specialist interventions for those with complex needs.

- **Number of people under 18 that can be supported i) at any one time and/or ii) in any given twelve month period**

The UHB do not hold this data specifically for the Vale of Glamorgan. However, we do not have a limit of referrals that we will accept into the service at any one time. Therefore, we will offer support to as many young people as possible. At times, this may mean that there is a waiting list to access support when demand for our services is high.

- **Where relevant, number of people under 18 that have been referred to the service in the most recent reporting period (quarter or year)**

The UHB do not hold this data specifically for the Vale of Glamorgan.

- **Number of people under 18 supported in the most recent reporting period (quarter or year)**

The UHB do not hold this data specifically for the Vale of Glamorgan.

For each service, I would also like to request a copy of their:

- **Safeguarding policy**

The service is bound by statutory safeguarding policies and procedures.

<https://socialcare.wales/resources-guidance/information-and-learning-hub/sswbact/statutory-guidance>

- **Confidentiality policy**

The service is bound by the Health Board's confidentiality policy:

<https://cavuhb.nhs.wales/files/policies-procedures-and-guidelines/corporate-policy/c-corporate-policy/confidentiality-code-of-conduct-review-may17-pdf/>

- **Position statement on self-determination, decision making and choice**

The service adheres to the Choice and Partnership Approach:

<http://www.camhsnetwork.co.uk/>

The service utilises the Gillick Competence Framework, when working with young people where appropriate:

[Gillick Competence and the Fraser Guidelines – Mental Capacity Ltd \(mental-capacity.co.uk\)](http://mental-capacity.co.uk/)