

Child & Adolescent Mental Health (CAMHS) Service

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Background

North Tyneside CAMHS has been in existence for over 25 years. It is a well-respected local service and recognised for the high quality of care provided to children and young people in the Borough

Since 2016 the service has been under increasing pressure with changes to the operating environment and the increasing complexity of cases it deals with. This has led to times for treatment rising and the need for changes to the service to ensure we continue to provide a service that is both of a high quality and timely in its delivery



Referrals and Pathways

- The Service receives between 1700 and 1800 referrals per annum predominately from GP's and schools

Teams

- Emotional Disorders
- Neurodevelopmental Disorders
- Specialist ADHD
- Specialist Eating Disorders
- Primary Mental Health Workers



Process

- Young people at high risk have urgent immediate access to professional mental health support
- The service has a 24 hour on call service for these very urgent cases
- The specialist ADHD, Eating Disorders and PMHW team have no waiting lists
- The average wait time for initial triage appointment has risen to 9 weeks across the other pathways



Pressures

- The emotional and neurodevelopmental teams are under significant pressure with increased demand and increased complexity, requiring lots of liaison with other agencies
- There has been a significant increase in the requirement for behavioural support for young people, carers and schools



Action Taken

- North Tyneside Clinical Commissioning Group has worked closely with CAMHS to provide insight into areas for focus and improvement and has also invested significant financial resources to aid the development of the service.
- An action plan has been developed which outlines a number of initiatives aimed at streamlining the service and reducing the time young people may wait for treatment.



Recovery Plan

- Increasing the number of clinical staff within the service
- Regular review of waiting lists
- Comprehensive review of the administration systems within the service
- Introduction of a dedicated prescription line
- Using technology to offer on-line consultations to young people
- Changes to assessment processes to offer a “one stop service”



Recovery Plan

- Workshops/Groups for specific disorders
- Introduction of appointment reminder services to reduce wasted appointments
- Changes to referral forms and potential to review access criteria
- Extension of opening hours
- Review of Pathways
- Re-energising partnership working
- Maximising opportunities with the voluntary sector
- Primary Mental health workers working with schools and groups

■ Partners working on ASD strategy for North Tyneside