

27/02/2017

Louise Doughty
Specialised MH Service Review Lead
CAMHS Tier 4
National Specialised Commissioning Team
Mental Health

27 February, 2017

Child and Adolescent Mental Health Services Consultation

Healthwatch Birmingham Response

Dear Ms Louise Doughty,

Healthwatch Birmingham welcomes the opportunity to respond to NHS England's consultation on Child and Adolescent Mental Health Services 2017. As one of a national network of Local Healthwatch, Healthwatch Birmingham is mandated by Government through the Health and Social Care Act 2012 to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided in their community.

At Healthwatch Birmingham we are passionate about putting patients, public, service users and carers (PPSuC) at the heart of service improvement in health and social care in the city of Birmingham. In line with our strategy, we are focused on helping drive continuous improvement in (PPI) and patient experience. We also seek to champion health equity so that PPSuC consistently receive care which meets their individual and collective needs. We have therefore focused our comments on aspects of the consultation which are relevant to these issues.

Healthwatch Birmingham recognises the need to develop highly specialised mental health services for children and young people that ensure personalised and joined-up care. Thus removing complicated service pathways and developing services that are more closely aligned with health, education, and local authority services. This is of immense importance for Birmingham where 46% of its population is under 30 years of age representing more than



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500,000 people. Almost 250,000 of Birmingham's residents are under the age of 15 and at least 28,000 children and young people in Birmingham aged between 5 - 16 have a clinically diagnosed mental disorder.

As a consumer watchdog for health and social care services in Birmingham, we have listened to patients, the public and carer's experience (see table below) of the services they access. These experiences indicate a general disillusionment with the services. Many of these service users do not feel supported and this is expressed in the comment "*nobody has got back to me I am just being ignored*". Patients feel staff could be more understanding and approachable. There are issues around appointments such as cancellations, timing of appointments, failure to call back patients leaving them in crisis, and staff being rude and insensitive to patients when they are in need. Only two, out of 22 patients who left reviews mentioned staff being really supportive.

More significantly, the feedback we receive reveals problems with integration of care for those suffering from mental health issues. An integrated patient management system will ensure people no longer get 'lost in the system' and that services are better linked making the journey easier for children and young people. As Future in Mind states 'the benefit for the child or young person is an integrated care pathway that enables seamless access to different interventions'. At Healthwatch Birmingham, we believe that true integration means better links between community and specialist services, between different agencies, across traditional age barriers and across the whole system. Based on the feedback we receive, this is lacking in Birmingham and ensuring that this is happening will be key to successfully addressing mental health issues for children and young people.

Generally, implementation of stated objectives seems to be an issue. As Healthwatch Birmingham's report: "*Is every person in Birmingham who is diagnosed with a serious mental illness provided with a care plan?*" found, not all people diagnosed with a serious mental illness have a care plan in place despite stated policy. Another report provides insight into children and young people's experience of using primary care and barriers they face in accessing GP services. Therefore, ensuring that the specifications outlined in the guide are actually implemented and actually address the stated objectives will be the real test. These reports can be found here:

- <https://healthwatchbirmingham.co.uk/news/is-every-person-in-birmingham-who-is-diagnosed-with-a-serious-mental-illness-provided-with-a-care-plan/>
- <https://djmoc0hjs7vsb.cloudfront.net/2016/01/05141551/Healthwatch-Birmingham-Young-people-experiences-of-patient-centred-primary-care-report-2016-1.pdf>



General Comments:

- **Education:** The consultation guide does address the issue of education in relation to children and young people's mental health but only as far as ensuring that education continues when children and young people are accessing services. We believe that education should play an important role in the development of children and young people as they spend a considerable amount of time at school. Incorporating lessons for maintaining good mental health generally will teach young people skills on how to cope with stress and other emotional difficulties from an early age then they can help support themselves. This has the potential to reduce the need for children and young people entering general purpose inpatient unit.
- **Funding arrangements** for different services; and schools and local authorities need to be considered especially when working in an integrated way. For instance, local authorities are undergoing tremendous financial pressures that are leading them to reduce support towards many health and wellbeing services as well as voluntary organisations that might be supporting children and young people in the community.
- **Feedback from children and young people and parents/carers** should not only be used to monitor service quality and make service improvement. Feedback should also be used to **identify, understand and address health inequality**. This will help identify any gaps and needs of different groups so that service specifications effectively address these needs. Healthwatch Birmingham has developed, in partnership with NHS England West Midlands, a "Quality Standard for using patient and public insight, experience and involvement to reduce health inequality and drive improvement". We believe that the basic approach of the Quality Standard - to use patient and public insight, experience and involvement to identify, understand and address health inequality, could be useful. More information on this can be found [here](#) .
- There needs to be a clear link between Tier 4 and Tiers 1, 2 and 3 as arrangements at these tiers have an impact on tier 4. Although this is mentioned, there is no clear indication of how **outreach programmes** will be implemented and as earlier indicated most of these services are provided locally therefore heavily dependent on local authority funding.
- **Outcomes** should also include measures of patient, user and carer experience.
- The consultation guide is not clear on what **engagement activities** took place prior to the consultation. As a result, it is unclear the extent to which the views of patients, the public, and carers were taken into consideration in developing service specifications. However, we do acknowledge that Young Minds will be engaging with people through different means and that there was some pre-consultation activities with stakeholders. It is not clear whether these stakeholders included patients and the public. Healthwatch Birmingham would like to urge you to not only listen to



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people's views but also demonstrate how these views have affected the specification. This will ensure that people feel part of the decision-making process.

- Healthwatch Birmingham would like to commend NHS England for producing an easy read guide to Highly Specialised Mental Health Services for children and young people which makes it accessible for more people. However, we believe that the information provided in the easy read version is not enough to enable people to respond to the questions asked in the consultation. The service specific documents use language that is inaccessible to the public. We are not convinced that a lay person would be able to understand and link what the service specification is, what has changed, why it has changed and what the indicators are.
- We are concerned that there is an overreliance on quantitative data. This limits NHS England's access to people's lived experiences of services.
- Generally, we agree with the service specifications as outlined in the consultation guide.

Yours Sincerely,



Chipiliro Kalebe-Nyamongo

Policy Officer



Andy Cave

Chief Executive Office



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Category	Provider	Title	Review	Created	Rating*	Friends and family
Hospitals	Oleaster - Birmingham and Solihull Mental Health Foundation Trust	Kept in place of safety for 4 nights	Admitted to QE. Assessed by RAID and transferred to place of safety. Staff informed me trying to find a bed. No beds after four days so transferred out of area - 135 miles away.	12/09/2016	2	
Hospitals	Birmingham and Solihull Mental Health Foundation Trust - Trust HQ	Not getting proper treatment	Since four years I am getting treatments, but my depression and anxiety is worse. I need proper care and help.	28/09/2016	1	
Community Based	Ten Acres CMHT	Friendly staff; but promises broken.	I got referred here by my GP because of abuse at home and me having disorders. The mental health team would promise me support but sadly I never achieved anything. One member of staff however, who was then made my main mental health doctor at the centre did contact services on my behalf and did everything to try and get me the support I need; however the services would not contact me and I didn't end up getting this support 'til the time the centre closed and I was referred to Longbridge Health Centre before being let down again - told they now only help people with schizophrenia.	10/12/2015	3	neither



Community Based	South-West Bham Home Treatment Team	Ignored	I was in hospital [recently] with my mental health and put on a home treatment plan to start [soon]. Nobody has come out or been in touch. I have called 4 times since yesterday and every time I have been told "somebody will get back to you" nobody has got back to me. I am just being ignored so I'm leaving this here so that when I kill myself everyone can see that I did try and get help and was just ignored and left to feel like this	23/02/2016	1	extremely-unlikely
Hospitals	Juniper Unit	I have only been twice but seems okay.	I think the staff need to be a bit more friendly and approachable when you go to the main desk and give you eye contact when you are talking to them.	02/03/2016	3	neither
Community Based	Solihull Home Treatment Team	Rude unreliable prescriptive do this do that	I have been seen following healthy minds referral to home treatment team. Doctor said daily visits which have not happened. I can honestly say that I feel worst about myself following visit today.	27/03/2016	1	unlikely
Community Based	Riverside CMHT	Not listened to, rushed, and not cared about.	I didn't get a proper assessment, was given new medication and not told what was happening next. I wasn't given any information about a diagnosis or plan of care or treatment. I felt not taken seriously, was rushed, not listened to and felt ignored and unsupported....Just because I am able to hold down a job, that they do not see my condition as important or serious. I went for an assessment....I had told them I was suicidal, self-harming, having hallucinations and regular panic attacks that were affecting my ability to do my job. They said they would send me	21/05/2016	1	extremely-unlikely



			an outpatient appointment but I didn't hear anything so rang to check on this and was told I have an appointment 4 months later!!! This is disgusting!! Extremely unhappy!!!!			
Community Based	Devon House Specialist Psychotherapies Service	Devon House therapy - a health hazard* (redacted)	I [recently] made a suicide attempt. I ended up in Heartlands hospital...with an acute blood poisoning. In February last year I started Psychodynamic therapy in Devon house after suffering with depression for a few years. I thought that it was my way out towards a brighter future and was fully committed. How did it all go so wrong?...I made an official complaint following a breakdown of a psychotherapeutic relationship with a psychologist.... My complaint was to do with inappropriate behaviour which caused an extreme emotional distress....All my requests to get clarity were completely blocked by management. Instead, they asked me to make the issues of my complaint a part of my clinical process. BSMHFT state on their complaints leaflet that a complaint should not affect your care....I have had one tough lesson to learn though - not to trust what you are told. Just because they call themselves 'a doctor' it doesn't mean that they have higher morals or integrity....My complaint did affect my clinical care at Devon house....The complaints procedures under the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 read that each complaint	22/05/2016	1	neither



has to be dealt with efficiently. I made my complaint official in mid-February giving Devon house a week first to deal with the complaint in-house. Weeks later, the management of Devon house arranges a meeting with my psychiatrist at Lyndon clinic as well as my CPN and the psychologist working with the home treatment team there [best interest meeting]....During that meeting they confirmed with my psychiatrist what I was told in person when my clinical review was cancelled - that my clinical care is in effect defunct whilst the complaint lasts. BSMHFT could not even appoint an appropriate investigator....until late April. The meeting which took place in Lyndon clinic caused distress to the point that I had to be put in a respite to keep me safe because during this I have started to inflict self-injury. I couldn't find any other way to cope with the devastation.....when the outcome of the investigation came, there was a complete failure to address any issues following the breakdown of therapy. My advocate who was present at the interview with the investigating officer agrees. I had put in....complaints to do with management and how my complaint had interfered with my care. The points were discussed during the interview. Somehow, the written response from the trust doesn't mention these once. So much about proper investigation..... You are told to go home and get better. This, from the people who were supposed to care for me.

This all means that I am now not likely to receive any therapy. It is most likely that I will be discriminated towards and because of what I have been through I will just get a rejection.....if I have



			learnt anything from all this worth sharing it would be: Don't disagree with your therapist, they think they know best....don't complain - even if you feel that things are wrong, this complaint is likely to make things much worse for you; don't put so much hope in this treatment because it could clearly leave you vulnerable and threaten your life;....the sad fact that it will always end up being your word against theirs. They will just continue what they are doing and you are the only poor sod left to deal with the consequences.			
Community Based	Birmingham Healthy Minds Central	Focus on appointment, not care need	Focus on appointment not care need. Cancelled appointment 3 weeks before time. They ignored my GP support referral and discharged me after not attending an appointment I didn't know about.	10/06/2016	3	neither
Community Based	Patrick House CMHT	no emergency contact out of hours when ill	housebound with agoraphobia and lost contact with my psychiatrist as I can't make it to appointments and getting no support from mental health and feeling suicidal	14/06/2016	3	extremely-likely
Community Based	Warstock CMHT	Poor, constant cancellations of appointments	I work full-time and try to arrange visits on my rare days off. This is impossible at Warstock as they constantly cancel previously agreed appointment dates at the last moment.	26/06/2016	1	extremely-unlikely



Community Based	Yardley Home Treatment Team	my anxiety is very bad because 3 u no show up	I Don't deal well with people I trust no one really iv lost faith that I'm being helped or supported in fact I feel worse because on Monday / Wednesday and again today (12-2) nobody has come .. I feel isolated and desperate I feel like I'm only just managing with lots of effort to stay calm? not start to yell and not be able to stop? run away ? I can't care anymore in feeling alone I won't kill myself .. Don't worry my family will not be able to sue .. but how can u just leave me ? Sean since last Saturday ? probably 3 minutes all in on the phone since then (I suppose that ticks the box of 'made contact.. client is stable') I'm not .. I'm desperately desperate .. for what I don't know .. but I just want you to know your inconsistency and broken 'appointments' ? I Don't trust your words any more	24/07/2016	2	neither
Community Based	Yardley Home Treatment Team	Horid doctor, disorganise team.	The doctor assigned had a very bad attitude, she could not even be bothered to read the patient's notes to find out about other health problems/medication. The doctor forgot to prescribe some medication leaving me to chase her up. The centre kept running out of medication leaving us short. I had to constantly call them to find out when a nurse was going to visit. Sometimes the doctor or nurse didn't even turn up. The only thing about its service that is any good is the nurses. They are the loveliest people on the planet.	25/07/2016	1	extremely-unlikely
Community Based	South-West Bham Home Treatment Team	I am still waiting for	I am still waiting for compassion, justice, integrity from bsmhft. Like searching for a needle in a haystack!	08/08/2016	1	extremely-unlikely



		compassion, justice				
Community Based	South-West Bham Home Treatment Team	Called out of hours as the team had failed me	My brother in law was in crisis I took him to the Dr he contacted you guys, you avoided coming out to Him the next day (Saturday) the switchboard was a waste of time. I have to keep a grown man from harming himself and leaving my property and your team fail to see the crisis as important, maybe I should have just allowed my brother in law to leave my property and throw himself under a train as he wished!	24/09/2016	1	extremely-unlikely
Other	South Birmingham Psychology Services	Had an awful experience with one psychologist	I first came here many years ago for psychological support due to tragic circumstances when I had a bereavement	10/10/2016	1	extremely-unlikely
Community Based	Kingstanding CMHT	Best help I've ever had	I've been a service user for several years and have been seen at Venture House (CMHT) for the past year. The staff listen to me and take me seriously. I had been waiting for years to get the appropriate help and this service is brilliant. I feel safe and have made some really good friends	20/10/2016	5	extremely-likely
Community Based	Phoenix Hub	overall very good	The staff are helpful and nice. I think there could be more activities put on for members and it would be helpful to service users if staff could help to organise activities and day trips. Some people don't feel comfortable organising things due to their mental health issues.	20/10/2016	4	likely



Community Based	Devon House Specialist Psychotherapies Service	The incentive and aim is more about control.	I would like to be in touch with any past present or potential patients at this place. If you want to connect with me, I would be happy to be in touch. One or two of the receptionists can be very rude and do not seem to know anything about how vulnerable some people are. It would help if they could be a little bit more considerate and sometimes, less demeaning in front of others who are waiting to be seen. The quality of therapists is variable, but I have experienced some very careless and quite thoughtless if not cruel treatment here and have felt there has been little concern for my safety. There is very little attention given to patients' perception of needs, and in all there is a very strong tendency to control rather than help a person towards their healthy development emotionally and mentally. Unfortunately the two people in most senior positions are partners and this unhelpfully establishes a 'power-pact' which I believe results in less than objective and fair decision making in terms of clinical judgements. A lot of concern has been expressed about this arrangement by staff and patients over the years, but has not been addressed by those higher up.	27/10/2016	1	extremely-unlikely
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Community Based	Devon House Specialist Psychotherapies Service	TOO MUCH CONTROL LITTLE CONCERN FOR GROWTH	One or two of the receptionists can be very rude and do not seem to know anything about how vulnerable some people are. It would help if they could be a little bit more considerate and sometimes, less demeaning in front of others who are waiting to be seen. The quality of therapists is variable, but I have experienced some very careless and quite thoughtless if not cruel treatment here and have felt there has been little concern for my safety. There is very little attention given to patients' perception of needs, and in all there is a very strong tendency to control rather than help a person towards their healthy development emotionally and mentally. Unfortunately the two people in most senior positions are partners and this unhelpfully establishes a 'power-pact' which I believe results in less than objective and fair decision making in terms of clinical judgements. A lot of concern has been expressed about this arrangement by staff and patients over the years, but has not been addressed by those higher up.	28/10/2016	1	unsure
Community Based	Patrick House CMHT	Terrible, not anywhere you can rely on	After gruelling assessments no follow ups were arranged and she was left with everything that was discussed in the assessment in detail at the forefront of her mind. She has lost weight and doesn't sleep. I have phoned several times to try to arrange an appointment for her to see someone and either no one answers the phone, it rings out till someone picks up the receiver and hangs up or I am told someone will call me back. 2 months on and no one has called, despite me ringing half a dozen times over that period. I requested the practice manager details and was told he would be emailed and call me back.	05/01/2017	1	extremely-unlikely



Community Based	Birmingham Healthy Minds east and north	very patient, caring. make me feel valued.	it has been a positive experience because even when I repeated a question zillion times, they were not annoyed or had shown any frustration.	27/10/2016	5	extremely-likely
GPs	Handsworth Wood Medical Centre	My daughter had issues with eating	On asking for help we were told her bmi wasn't low enough to access help from an eating disorders team. My daughter stopped eating completely as she felt that this was the only way to get help!!! 2 locum gps saw her and I had to ask for blood tests to be done neither locum made eye contact with her and treated her with contempt. If I had not been persistent and be a nurse, we would still be waiting for help now! In 2004 NICE published guidelines for GPs re eating disorders.. Regular blood tests, bmi being NO indication to access help etc. I think it's appalling that my daughter felt totally let down, unsupported and that the only way to get help was to completely starve herself!	04/07/2016	1	extremely-unlikely
GPs	Bath Row Medical Practice, Attwood Green Health Centre	GP did not support me to access counselling	I was referred to a counselling service by the GP, but when there were delays in accessing that service the GP said that they were not responsible and I felt they were rude	04/07/2016	2	extremely-unlikely

* Friends and Family Rating Scale: 1 and 2 indicate poor service provision and 4 and 5 good and excellent service provision.





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