

Central and North West London Update

Work undertaken over the last year

Year of The Child



CNWL is pleased to launch the Year of The Child in late 2022. This 12-month programme celebrates and promote our large portfolio of children's services. We want to showcase our expertise, working with families, carers and young people to gain insight into their experiences.

We'll be running a calendar of events, podcasts and educational workshops, spotlighting our service lines and sharing our work and achievements in this space. This includes Autism, Disordered Eating, LGBT+ and Healthy Bladder & Bowels. Available for CNWL teams and staff, as well as parents, families, carers, schools and others, the sessions will promote a variety of specialist health topics. The programme will culminate in a conference that brings together teams from across the organisation to explore neurodiversity pathways.

Community Collaboration






Collaboration with the local community was essential in shaping CNWL's 0-19 service transformation programme. As an organisation CNWL is committed to connect and collaborate with the local community to develop new, improved and more inclusive ways of working. As a starting point to develop community collaboration within the borough we have held four listening events within the Heathrow Villages community. Key themes identified so far include: mental health and impact of the Heathrow expansion, access to primary care services both locally and transport links to access further away.

Work is well underway to look at how health and wellbeing information, advice and support can be brought into the heart of our communities and in how we can respond to community identified needs and concerns. This includes exploring and implementing options for services based on feedback from local communities into outreach services such as a bus.

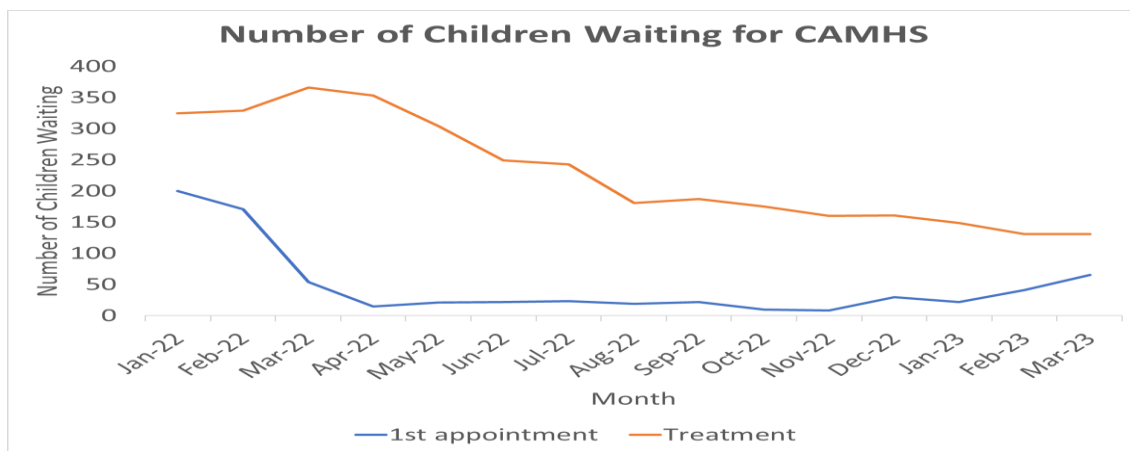
Children's Mental Health

A key area for focus for CAMHS transformation is ensuring children are seen at the right time, in the right place by the right person, using a needs led approach which is Thrive informed. As part of this we have focused on developing our early intervention offer which supports people in a range of settings whether that is digitally, in Children Centres, schools or GP practices.

CNWL Early Intervention Offer

 <ul style="list-style-type: none"> • Free, safe and anonymous • Available through a smartphone, tablet or computer with internet connection • Free at the point of need • No referral needed • Confidential 1-2-1 messaging counselling services with Kooth's team of qualified counsellors • Open 365 days a year with counselling from 12pm weekdays until 10pm and from 6pm until 10pm on weekends. • They work alongside other mental health and local services 	 <ul style="list-style-type: none"> • KCW Under 5 service is well established and seen as leading model for early engagement and intervention for children • We are currently expanding this offer into the outer boroughs and are live in Brent and partially in Harrow • The team consists of therapists who usually meet with families in children's centres • Joint sessions with parents and their child to support positive relationships, help parents understand how the world appears from their child's perspective, or address other concerns parents may have. 	 <ul style="list-style-type: none"> • Early intervention service who work in partnership with local schools to offer a whole school approach to mental health and wellbeing • We work with primary and secondary schools and colleges, delivering evidence-based interventions to support young people with mild to moderate mental health difficulties 	 <p>Child Wellbeing Practitioners would support the development and delivery of a wide range of interventions including:</p> <ul style="list-style-type: none"> • Deliver brief Goal-Based Interventions • Manage a small caseload of service users • Supporting Neurodevelopmental assessments • Supporting school observations • Supporting Assessment Clinics • Supporting Treatment Waiting List Initiatives 	 <p>ARRS</p> <ul style="list-style-type: none"> • Developing ARRS (Additional Roles Reimbursement Scheme) posts with each of the six PCN's in Hillingdon • Also piloting in one PCN in each of the other four boroughs • Roles will bridge the gap between GP practices and CAMHS, ensuring CYP are navigated to timely, early support
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We have also expanded our core CAMHS offer with increases in the number of children accessing CAMHS, significantly reducing our waiting times and working with our system partners to embed Thrive across the system. In January 2022, there were 200 children waiting for their first appointment with a further 325 children having had their first appointment but waiting for their treatment to start. We have undertaken significant work to reduce these numbers through weekend working, skillmixing to ensure we utilise our CWP's (Child Wellbeing Practitioners), Quality Improvement schemes and partnering with Healios to provide additional capacity. We now have only 66 children waiting for their first appointment (67% reduction) with 137 children waiting for treatment to start (63% reduction).



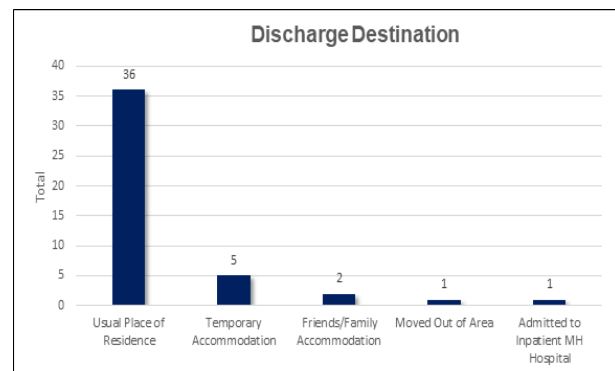
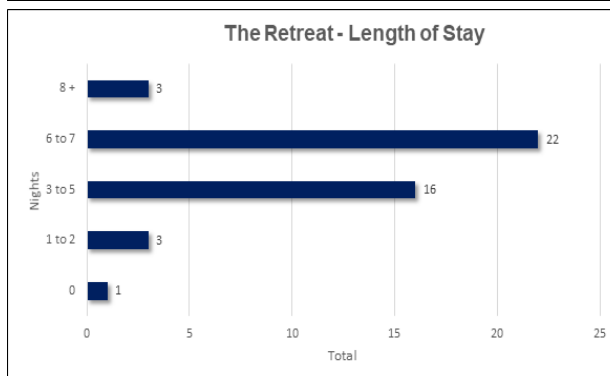
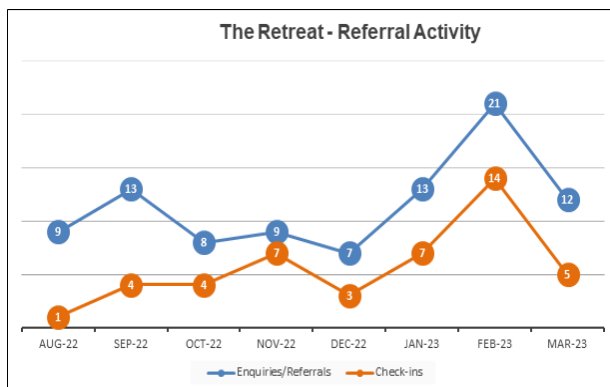
We have also expanded our offer for children experiencing a mental health crisis. We have expanded our ACTS (Adolescent Community Treatment Service) team and are establishing a Tier 3.5 pathway called Urgent Care Outreach Support (UCOS). These increases in crisis capacity have resulted in reduction in the demand on Tier 4 inpatient beds as highlighted in the below graph.

Adult Mental Health

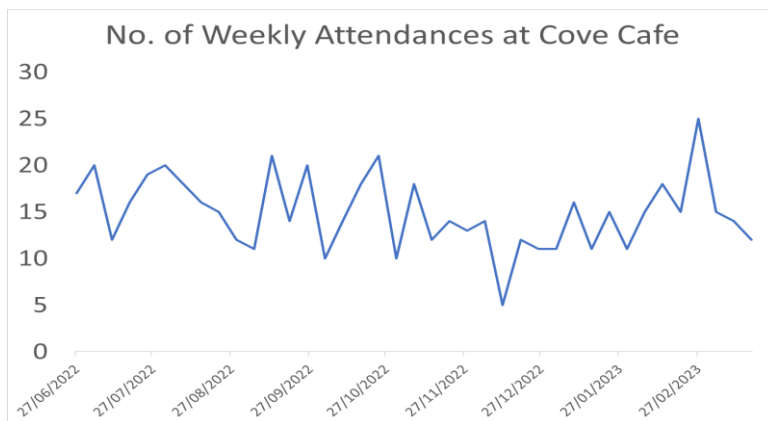
A key focus for CNWL services has been supporting patients and the system in relation to winter pressures. Our Mental Health Clinical Assessment Service (MHCAS) opened in November and offers a calm and therapeutic mental health setting to treat the majority of emergency mental health presentations. Patients requiring the service in Hillingdon Hospital A&E are transported there and offered full emergency mental health assessments and onward care planning in the department with a diverse and highly skilled mental health workforce incorporating nurses, doctors, support workers and access to drug and alcohol workers and psychology.

In addition, CNWL opened a new eight bedded intensive rehabilitation triage ward in the New Year. This new facility offers intensive rehabilitation support to people with mental health difficulties who no longer need to be in an acute inpatient unit and has supported Hillingdon system pressures over the winter period.

We have also opened a Crisis House in Hillingdon; The Retreat; in August 2022. The Retreat house is a key component of transformation of the adult mental health crisis pathway in Hillingdon and has been the subject of many discussions since 2018. Delivering The Retreat represents a collaboration between the Central and North West London NHS Foundation Trust (CNWL), the Council and North West London Integrated Care Board (ICB). CNWL provided the funding an initial 12-month pilot which we have just extended for a further 12 months. The Council has procured an independent sector provider with experience of delivering similar models in other local authorities in the South East. The provider, Comfort Care Services Limited (CCS) has sourced the premises, and is now part of the collaboration between CNWL, the Council and the ICB to improve outcomes for people living with mental illness. Since opening it has supported 45 service users since who were experiencing a mental health crisis and provided them a safe, non-clinical environment and specialist support. Of the 45 service users, only one required admission to a mental health inpatient bed.



We also have the Cove Café in Hillingdon. This is a drop-in service where residents of Hillingdon can go if they are experiencing a mental health crisis. They can help create a safety plan using the service users strengths, skills, resilience and coping mechanisms to continue their journey towards recovery. They have supported over 750 service users in the last twelve months. Feedback from service users has been that the location of the café is not ideal and potentially limiting the number of people attending. The organisation that delivers the café, Hestia, has worked to identify a new potential site for the service which will be much more accessible and a better environment. This is currently being finalised but anticipated the service might be able to move in the next 4-6 weeks and the site would also enable much better synergies with the Crisis House.



In June we will be opening both a mental health assessment lounge at Hillingdon Hospital and also expanding our Health Based Place of Safety (HBPoS) from two to three which will increase our capacity to support people detained under a Section 136. The assessment lounge is currently being developed jointly with Hillingdon Hospital and in a space codeveloped with service users that will provide a therapeutic environment for patients near A&E to receive dedicated mental health support and plan their package of care going forward.

Young Adult New Models of Care

Over the last twelve months we have been radically improving our offer to young adults aged 16 to 25 years of age. We have worked with service users to design and setup a range of changes to service provision. We have established a New Young Adults Partnership Forum / Panel in Hillingdon which aims to better manage young adults transitions from children's to adult's mental health services. Our work identified a number of gaps in service provision to this age range and have therefore setup a range of new services including navigators lead by Mind, peer support, AMBIT (Adolescent Mentalization-Based Integrative Treatment) and carer leaver focus.

We also acknowledge the importance of partnership working and have such worked really closely with voluntary sector and university / college partners to introduce a number of schemes. CNWL have therefore used part of our investment monies from the Mental Health Investment Standard to invest and pilot schemes with Universities and voluntary sector organisations which could benefit this age cohort. We have partnered with Brunel University to fund a men's mental health campaign with resources, Buckinghamshire New University on

positive psychology peer support and wellbeing groups, and Uxbridge College on a new in-house counselling service. We have also funded the voluntary sector to pilot a range of schemes in Hillingdon which includes schemes with Arts for Life, P3, Hillingdon Autism Care Support, Centre for ADHD and Autism, and Brentford Football Club. We plan to work with all these organisations to measure the successes and outcomes of the schemes to understand what benefits they could have to young adults going forward.

Physical Health

CNWL and Hillingdon Hospital work really closely together on a range of areas including discharge pathways. Over the last twelve months we have been ensuring our teams, including Discharge To Assess and Home First, have clear pathways which adapt to need as required. We have also rebranded our Rapid Response team as Urgent Community Response in line with national guidance and have been regularly meeting out two hour response target.

We are really proud of the work our long term condition teams deliver which has included improvements to end of life care through Your Lifeline 24/7 and also working in partnership to support patients with Long Covid. Our teams in Hillingdon are a national early implementor site for the Lower Limb Wound Care Strategy. This has involved working across our teams and partners to shift wound care towards early identification and treatment. We have revised pathways, improved our training offer and held various stakeholder and service user sessions to raise awareness and seek to identify wounds earlier.

In our children's services we have been working really closely with the Local Authority to coordinate with the Family Hub and Stronger Families transformation. Our 0-19 transformation programme has focused on digital improvements and community collaboration to making improvement in population health management and how school readiness, healthy weight and early parenting can be supported.

Hillingdon Talks, Moves, Plays is our Children's Integrated Therapy website which has been updated and relaunched with new resources for parents, young people and professionals to access and our CIT's social media accounts are now followed by over 1,800 users. Drop in sessions within the children's centres are back up and running, and the team have been working closely with partners to refresh the early years offer including language for life to support early intervention and support for families.

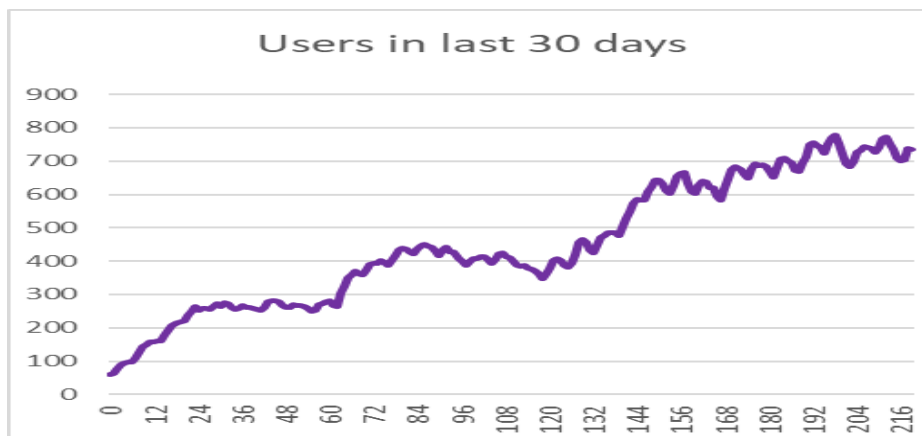
Our School Nursing service been active working in partnership with schools across Hillingdon. The school nurses have really enjoyed being back delivering the drugs and alcohol awareness for the relaunched junior citizenship programme and have received great feedback on their sessions. Working in partnership with schools and Hillingdon Hospital, asthma friendly schools' status was achieved by 96% in the last academic year and figures for this year are really promising. Assembly plans have been developed to support schools with public health topics, including vaping, self-harm, hygiene and healthy eating.

Our Health Visiting service has been busy ensuring that all services are back to pre-Covid levels and the offer is updated and improved to meet the needs of local populations. Universal health reviews are all back face to face and the coverage of attended appointments has increased. New ways of working through the service have been embedded including group sessions and digital strategies are supporting access to care.

The launch of our website: www.hillingdoncyp.cnwl.nhs.uk now provides universal health and wellbeing information for all our 0-19 population in Hillingdon in one place and accessible for parents, children and young people.

Collaboration and codesign was integral to the development of the new website and through working with our parent's, young people, children's centres, young Healthwatch, Homestart, REAP and H4ALL, key features have been embedded to support its use within the Hillingdon community, including translation into different languages and a design where they can easily find what they need.

Since launch the number of users has been increasing and now between 700-800 users are accessing the site every month and information has been accessed in over 20 different languages.



Targets and Performance

Within the NHS Long Term Plan there are a number of targets which NHS organisations are expected to deliver against. For children's services this predominately focuses on the number of children accessing CAMHS and CAMHS waiting times, both of which we have been achieving in Hillingdon as per the table below through the additional capacity we have put into our children mental health teams.

Children and Young People (CYP)		
Indicator	Target	YTD Performance
CAMHS Referral received to Treatment <18 Weeks	85%	99.5%
CYP U18 Access Monthly with 1 contact (Rolling 12 months)	1463	2052

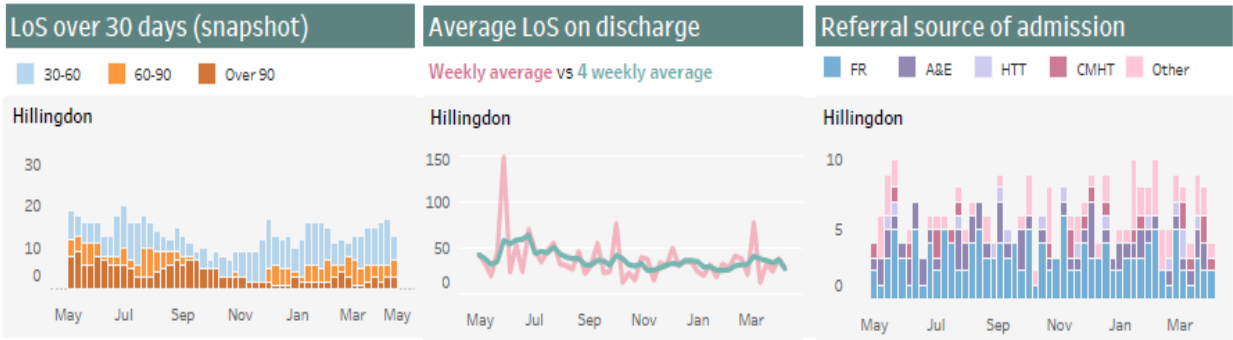
Our Talking Therapies team (IAPT) have to increase the number of people accessing their service year on year which was delivered last year, including waiting times for six and eighteen week targets.

Indicator	Target	YTD Performance
IAPT Access	25%	25.5%
IAPT 6 Weeks Wait	75%	99.9%
IAPT 18 Weeks Wait	95%	100.0%

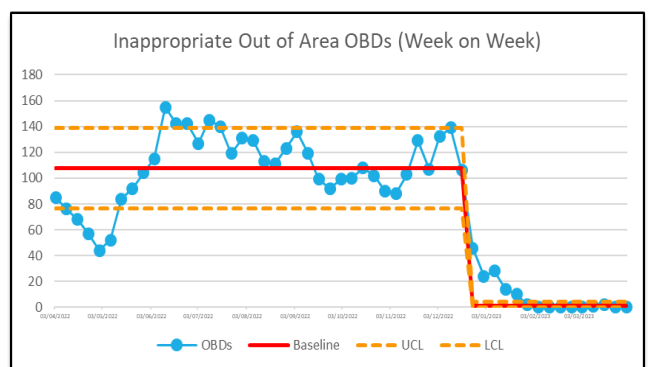
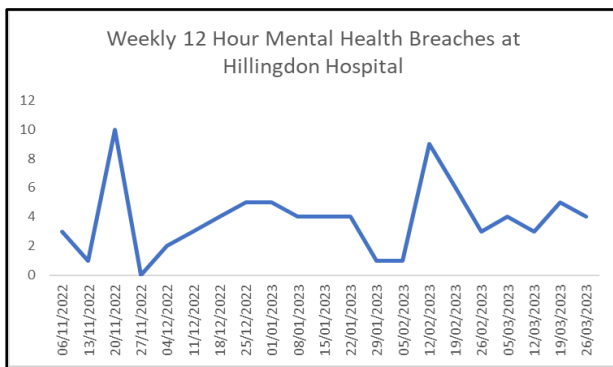
Our contribution to crisis and acute pathways is monitored closely and we have been delivering on our Psychiatric Liaison response times in THH emergency department

Indicator	Target	YTD Performance
Liaison Psychiatry (Emergency)	90%	94.4%
Liaison Psychiatry (Routine)	90%	94.4%

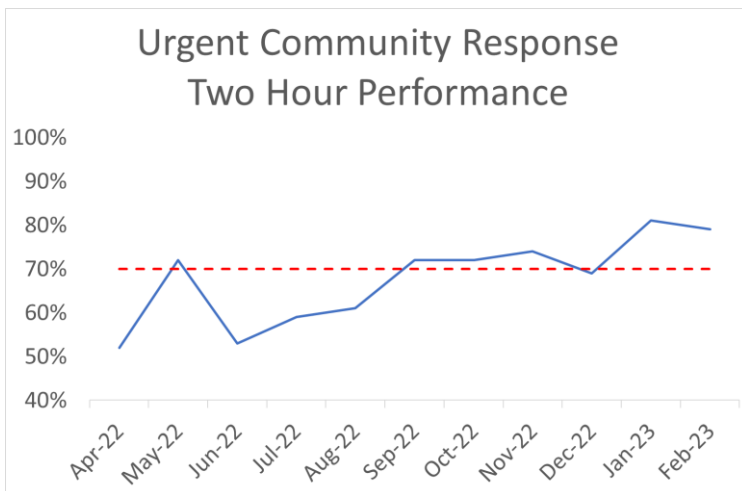
Ensuring we have availability and flow in our acute mental health beds is integral in ensuring we are able to respond quickly to patients needs in crisis, including in A&E departments. We therefore closely track length of stay and as demonstrated in the graphs below have really managed to reduce our average length of stay, and those patients staying for 60-90 days, and over 90 days.



Through a combination of crisis alternative provision, timely responses within A&E and reducing our acute mental health beds length of stay, we have managed to ensure that the number of 12 hour breaches and patients being admitted to beds out of area has remained low over the winter period despite increases in demand during this period, particularly in February when we normally see peak attendances for people in mental health crisis.



Outside of mental health, our Urgent Community Response teams (previously called Rapid Response) have a target of seeing all referrals within two hours. As per the graph below this target has been achieved regularly and we are keen to continue this upward trend in performance over the next twelve months and see more patients inside two hours.



Our children's services continue to deliver well against their targets across our 0-19 and Children's Integrated Therapies (CIT's) teams, and compare well when measured against other London boroughs. The table below outlines performance against 0-19 checks that the Health Visiting team are required to deliver.

Key Performance indicator Activity	Target	Q1 2022-23	Q2 2022-23	Q3 2022-23
% of births that receive a face to face New Birth Visit (NBV) within 14 days by a health visitor	85%	867	898	908
		969	1015	1023
		89%	88%	89%
% of births that receive a face to face New Birth Visit (NBV) after 14 days by a health visitor	<10%	32	33	36
		969	1015	1023
		3%	3%	4%
% of children who received a 12 month review by the time they were 15 months	75%	687	791	848
		933	1052	1121
		74%	75%	76%
% of children who received a 2-2.5 year review	70%	725	688	719
		1007	976	1029
		72%	70%	69.9%