

Central and North West London Update

22 May 2024

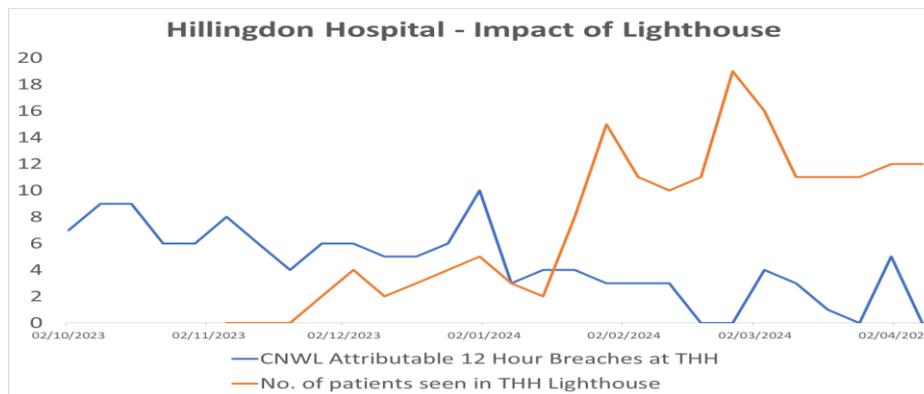
Work undertaken over the last six months

Adult Mental Health

Over the last six months we have been focusing on ensuring our crisis pathways cared for people in the right setting, and we were able to manage the increase in demand over the winter period. One key achievement over the winter period has been that we have placed no patients out of area for an acute mental health inpatient bed, and managed all admissions within our bed base. The below surmises each of the crisis alternative schemes that we had in place.

Hillingdon Lighthouse

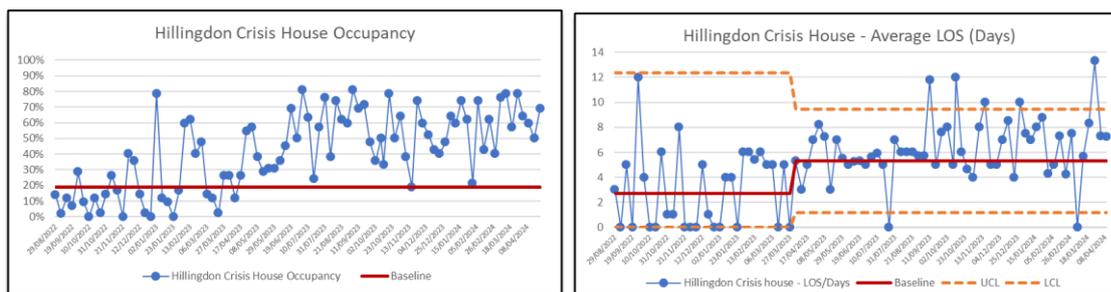
Our Lighthouse in Hillingdon is located near A&E in Hillingdon Hospital and support patients attending A&E with a mental health crisis who do not need to be in A&E in a purpose-built environment designed to meet their needs. The offer is co-delivered with the voluntary sector and moved to a 24/7 model in January this year. This has allowed the Lighthouse to accept a higher complexity of patients and the number of patients being seen in the Lighthouse has increased significantly as a result. There appears to be a direct correlation on long stayers in A&E with a reduction in patients waiting more than 12 hours with a mental health need in the same timeframe.



Crisis House

Our Crisis House in Hillingdon is called The Retreat and is delivered by Comfort Care. Who have experience of delivering similar models in other local authorities in the South East. Since opening it becoming further embedded into our crisis offer and referrals have increased. Funding has recently been approved to extend for a further six months until the end of September. We are working with NWL ICB to undertake a full evaluation of our crisis

alternatives which will be concluded in June and inform future funding decisions on whether to continue with The Retreat.



The Cove

Opened in March 2023, the Cove Café is delivered by Hestia and provides a safe space for individuals to reduce their initial distress following referrals by clinical teams. Following feedback from service users about the accessibility of the location, it recently collocated to be on the same site as The Retreat which is near West Ruislip train stations. We believe this collocated offer will support integrated working between The Retreat and the Cove, whilst also improving accessibility and attendance at The Cove. We regularly seek service user feedback and 94% of service users are reporting that The Cove helped support them feeling better about managing their anxiety.



High Intensity User (HIU) Service

We are currently in the process of working with the British Red Cross to relaunch our HIU service supporting mental health service users who are frequent users of mental health services included at A&E, community mental health teams and GP practices. It looks to build a resource structure around that individual that tackles unmet social needs with a view to better support them in the community. British Red Cross are currently recruiting into the roles and the service will go live in the next few months.

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 need's 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.

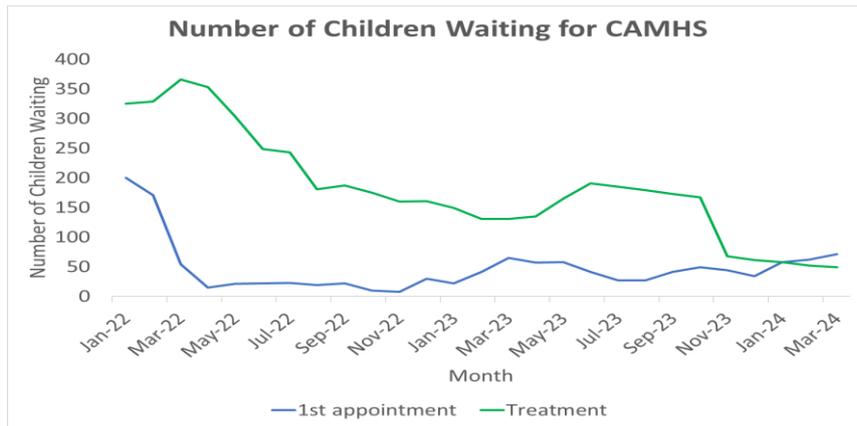
CAMHS Early Intervention Offer

 <ul style="list-style-type: none"> • Free, safe and anonymous • Available through a smartphone, tablet or computer with internet connection • No referral needed • Confidential 1-2-1 messaging counselling services with a 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"> • Under 5 service is well established and seen as leading model for early engagement and intervention for children • We have expanded this offer into the outer boroughs • 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. Work with primary and secondary schools, to support young people with mild to moderate mental health difficulties. • Teams are based in Brent, Harrow & Hillingdon, including SEN schools.
<h3>Child Wellbeing Practitioners</h3> <p>Child Wellbeing Practitioners 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 • Support neurodevelopmental assessments • Support school observations • Supporting assessment clinics • Supporting treatment waiting list initiatives 	<h3>Children and Young People Primary Care Mental Health Service</h3> <ul style="list-style-type: none"> • Formally called ARRS, this is now live in four boroughs in North West London • Role bridges the gap between GP practices and CAMHS, ensuring young people are navigated to timely, early support • Support GPs to extend their capacity within the community and widens the range of offers in primary care 	<h3>SPA Advice Line</h3> <ul style="list-style-type: none"> • Single Point of Access (SPA) is a mental health crisis line offering emotional support and advice, 24 hours a day, 7 days a week. • Open to children all ages, people who haven't used mental health services, and carers and family members concerned about someone. <p>Phone: 0800 0234 650 Email: cnw-lr.spa@nhs.net</p>
 <p>The Best For You website has information about wellbeing and specific content on mental health topics like anxiety and self-harm. It signposts to a range of support options including a 24/7 text support line, services or safe, innovative digital apps.</p>		<p>Online self help, support and resources: www.cnwl.nhs.uk/camhs @cnwlcamhs</p>

You can speak to a member of staff about any of these services. Contact SPA 0800 0234 650

A key component of our early intervention support is our Mental Health Support Team (MHST) offer into schools. We are really pleased to hear that Hillingdon has been allocated Wave 11 funding starting from September 2024 for two new MHST's to enhance our existing offer and are starting to engage with schools to understand which ones are keen to pick-up the offer. This new wave of funding will bring us in line with other boroughs in London with 60% coverage being offered to schools which was the NHS Long Term Plan commitment. We are awaiting confirmation from NHS England on whether the program will be further rolled out nationally to all schools.

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. The number of children waiting have reduced significantly over the last couple of years and there has been a significant drop in the number of children waiting for treatment particularly over the last six months as shown in the below graph.



Children and Young People's Eating Disorders

We have expanded our offer for children experiencing a mental health crisis. Working with Best For You, a partnership of CNWL, West London Mental Health Trust and Chelsea & Westminster Hospital, we have launched a new Day Programme for children with Eating Disorders in November 2023 called Arc. This is a North West London community-based service for young people with an Eating Disorder based near Chelsea & Westminster Hospital. The programme aims to reduce the number of young people who need to be admitted to an acute hospital or a Child and Adolescent Mental Health inpatient unit. It also provides step-down care to help young people leaving inpatient settings to successfully continue their recovery in the community.



Since opening it has supported seventeen referrals and feedback from young people and carers has been really positive:



Young Adult New Models of Care

Driven by our Young Adult Forum consisting of service users, we have been radically improving our offer to young adults aged 16 to 25 years of age. Our new Young Adults Partnership Panel in Hillingdon aims to better manage young adults' transitions from children to adult's mental health services. Over the last six months, key areas of progress have been:

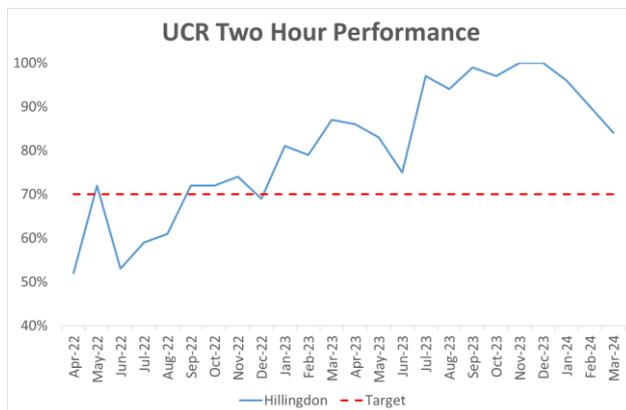
- Launch of the young adult peer support model across all boroughs. The YA Peer Support Workers are individuals with lived experience of using mental health services who will work with young adults to provide encouragement and support during their mental health, wellbeing and recovery journey. The aim of peer support is to bridge the gap between therapy and the day-to-day and to provide a young adult hope for the future by sharing their own stories of recovery and coping techniques.
- The Discovery College supports young adults in developing their own mental health resilience by providing strength-based courses specifically designed for the 16-25 age group. Courses will open to young adults and will be delivered via a mix of face to face (in young adult friendly spaces) and online. The content of the courses is being co-produced with young adults with lived experience and will be co-delivered with young adults and

young adult peer support workers. Courses include: exploring depression and low mood, understanding sensory based ideas around grounding, emotional intelligence and transitional courses).

- Focus on Eating Disorders. We have expanded our schemes to focus on community and further education around early intervention and prevention programmes that address self-esteem, pressures to conform to sociocultural appearance ideals, body dissatisfaction, media, and social media literacy, dieting and body change behaviours, and interventions involving parents/carers which aim to prevent eating disorders. Buckinghamshire New University in Uxbridge are focusing on “Being Me” – a health promotion campaign on eating disorders within young adults in higher education. Hillingdon Council are supporting development of schemes with SORTED, LINK – Half-time Emotional Well-Being Education and Prevention Worker and sessional yoga teacher to work alongside LINK counsellor (Yoga for Wellness). KISS - expand current LGBTQA+ drop-in offer to enable young people from LGBTQA + community meet on biweekly basis and engage in positive activities in safe space.
- [Young Adult \(16-25s\) webpage](#) introduces young adults to adult mental health services and wider support. New short videos have been produced with young adult to introduce young adults to services

Physical Health

CNWL and Hillingdon Hospital work really closely together on a range of areas including discharge pathways. We have been ensuring our teams, including Discharge To Assess and Home First, have clear pathways which adapt to need as required. Our Urgent Community Response team have consistently meet their two hour national waiting time target throughout winter despite increases in demand.



Hillingdon has been one of seven national pilot sites for the Lower Limb Wound Care Strategy. The pilot has now finished and an evaluation sent to NHS England. The focus has been on early support and intervention in the pathway which prevents deterioration and reductions likelihood of recurrence of wound. Through the work undertaken in the pilot, healing rates for venous leg ulcers at 12 weeks has improved from 56% to 74%. There has been an increased focus on self-management, public sessions held at local shopping centres and increased awareness with District Nurses, Hillingdon Hospital, GP Practices and Care Homes through Stop The Pressure campaign. NHS England have wrote to CNWL commending them for the

work in the pilot and the recommendations from the pilot sites are in NHS England’s 2024/25 Operating Plan recommending full roll out nationally.

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. We have also enhanced our digital offer in our therapies team. They deliver drop in sessions within children’s centres and work closely with partners to refresh the early years offer including language for life to support early intervention and support for families.

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%	100.0%
CYP U18 Access Monthly with 1 contact (Rolling 12 months)	1463	2572

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
Talking Therapies - Access vs Month Target		102.7%
IAPT 6 Weeks Wait	75%	99.4%
IAPT 18 Weeks Wait	95%	100.0%

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	Method of measurement	Baseline (2015/16)	Target	10% less target	Frequency of monitoring	Q1	Q2	Q3	Q4
						2023-24	2023-24	2023-24	2023-24
% of births that receive a face to face New Birth Visit (NBV) within 14 days by a health visitor	Numerator: Total number of infants who turned 30 days in the quarter who received a face-to-face new birth visit (NBV) undertaken within 14 days from birth, by a health visitor with mother (and ideally father) Denominator: Total number of infants who turned 30 days in the quarter % Achieved	88%	88%		Quarterly	888	926	927	910
						969	1022	1038	1008
						89%	91%	89%	89%
% of children who received a 12 month review by the time they were 12 months	Numerator: Total number of children who turned 12 months in the quarter, who received a review by the age of 12 months Denominator: Total number of children who turned 12 months, in the appropriate quarter % Achieved	71%	75%		Quarterly	799	816	816	762
						968	1041	1067	1028
						82%	79%	77%	79%
% of children who received a 12 month review by the time they were 15 months	Numerator: Total number of children who turned 15 months in the quarter, who received a 12 month review by the age of 15 months Denominator: Total number of children who turned 15 months, in the appropriate quarter % Achieved	72%	75%		Quarterly	796	813	809	831
						998	996	1061	1063
						80%	82%	77%	79%
% of children who received a 2-2.5 year review	Numerator: Total number of children who turned 2½ years in the quarter who received a 2-2½ year review, by the age of 2½ years of age Denominator: Total number of children who turned 2½ years, in the appropriate quarter % Achieved	87%	70%		Quarterly	846	777	868	906
						1042	974	1081	1136
						87%	80%	79%	80%