

# Central and North West London Update



October 2024

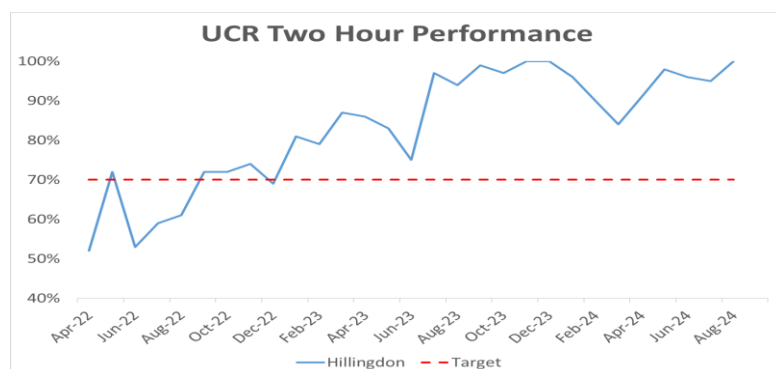
Central and North West London  
NHS Foundation Trust

## Work undertaken over the last six months

### Physical Health

A large area of focus over the last six months has been the development of neighbourhood teams in Hillingdon and how CNWL teams form a core part of these multidisciplinary teams alongside GP's, Social Care and voluntary sector organisations. We have already focused on aligning our nursing teams, particularly District Nursing, around the neighbourhood teams and are currently working through therapy alignment including MSK Physiotherapy. We believe that through this greater integrated working we will strengthen our links with primary care in particular, which will ensure better outcomes for patients through more integrated and aligned pathways.

We also work really closely with Hillingdon Hospital 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 met their two-hour national waiting time target and seen consistent increase in performance with all sixty patients referred in August being seen within two hours of referral.



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. We have now signed a new collaboration agreement with the Local Authorities which will ensure we work in a much more integrated manner to maximise resources across the two organisations and align our priorities for children in the borough. As such we have launched a new transformation programme to develop new ways of working and better service delivery.

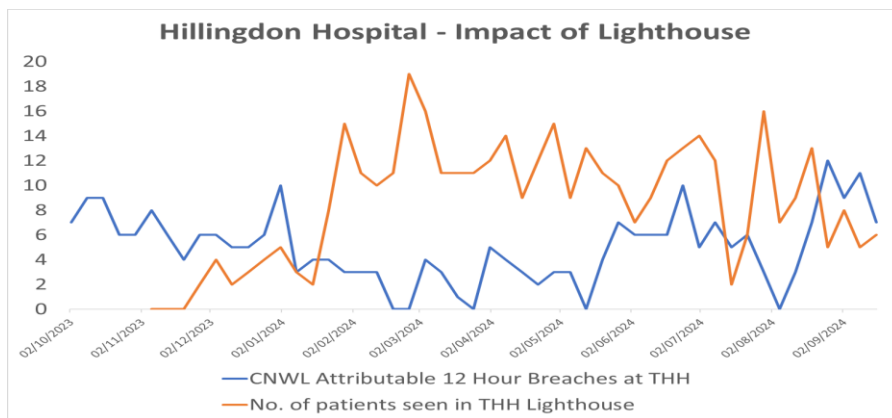
Following a procurement exercise taken by NHS England to review childhood immunisation services across London, the Hillingdon childhood immunisation service has now transferred from CNWL to Vaccination UK from the 1 September. We have been working with Vaccination UK to ensure the service transferred safely with minimal impact to staff, children, families and schools. Vaccination UK have been communicating with all schools to ensure they are aware of the change and to inform them of their service offer going forward.

Adult Mental Health

We continue to have an extensive crisis alternative pathway in adult mental health to ensure we can support system flow and pressures experienced on the crisis pathway, particularly as we move into winter. The below surmises each of the crisis alternative schemes that we have in place.

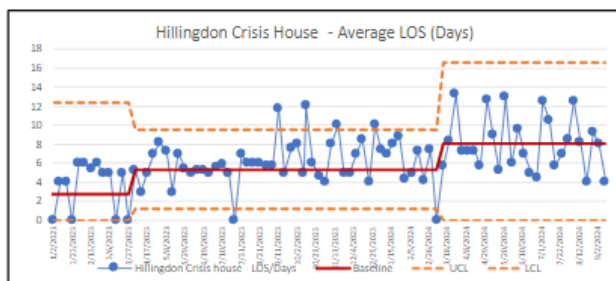
*Hillingdon Lighthouse*

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.



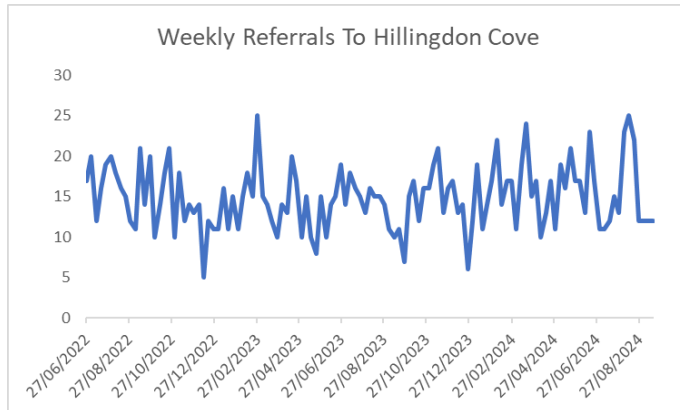
*Crisis House*

Our Crisis House in Hillingdon is called The Retreat and is delivered by Comfort Care. There has been an upward trend recently in occupancy levels in the Crisis House which is showing the key role it plays in supporting our pressures in the crisis pathway elsewhere in the system. 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. 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.

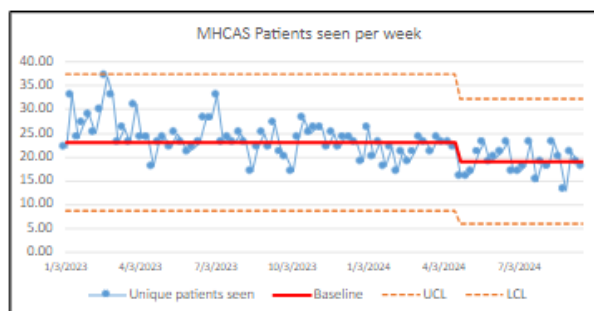


*High Intensity User (HIU) Service*

We have now relaunched our HIU service with the British Red to support 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.

*Mental Health Crisis Assessment Centre (MHCAS)*

Based at St Charles Hospital, CNWL’s MHCAS is a calm and therapeutic mental health setting to treat the majority of emergency mental health presentations. They see and assess anyone over 18 years old that would otherwise go to an emergency department for mental health reasons and does not have an urgent medical need (for example, an overdose of medication). Whilst not a Hillingdon specific resource, they take referrals from Hillingdon A&E and support our local system.

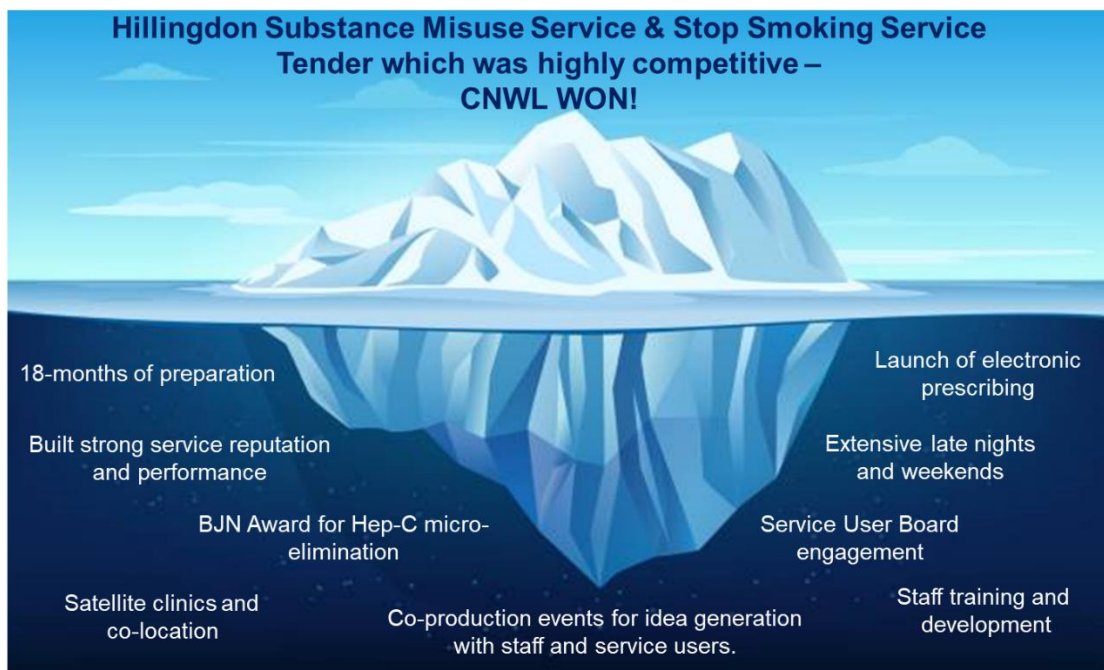


Addictions, Recovery, Community, Hillingdon (ARCH)

The main area of focus for us has been the mobilisation of the new ARCH service. To date we have:

- Foster a positive work environment with a focus on staff well-being, flexible recruitment and effective retention
- Recruit into new roles (e.g. Principal Psychologist, Group Facilitator, Drug & Alcohol Trainer etc)
- Ensure accessibility through various engagement methods (e.g. co-location and satellites)
- 12 week structured Recovery Day Programme (RDP)
- Offering 7 day a week service including evening and weekend social drop-ins.
- Prioritise volunteer opportunities with lived experience in the service and community
- Deliver health interventions, including prescribing, BBV services, and community detoxification
- Educate diverse groups and professionals to reduce health inequalities

The below is a summary of the overall work we are doing in the service line.



We have also held a Recovery Day Event on 20<sup>th</sup> September to celebrate 'Recovery Month'. The celebration was an opportunity to showcase the fantastic work that ARCH does in Hillingdon and for visitors to get a taste of how each team specialises. Attendees had the chance to meet with staff, ex-service users and volunteers to hear personal stories of transformation, reinforcing the message that recovery is possible and that support is available. With a range of activities, including informational booths, interactive games and guest speakers, the Recovery Party fostered a sense of community and connection.










### 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

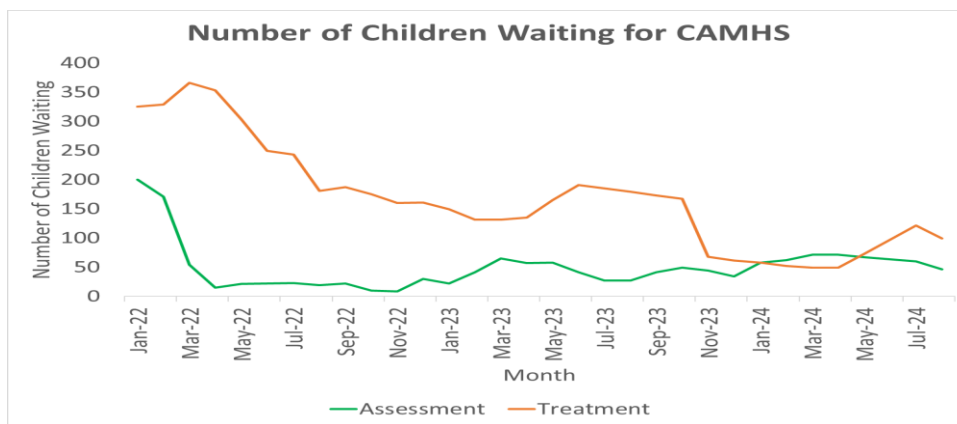


 <ul style="list-style-type: none"> <li>• Free, safe and anonymous</li> <li>• Available through a smartphone, tablet or computer with internet connection</li> <li>• No referral needed</li> <li>• Confidential 1-2-1 messaging counselling services with a team of qualified counsellors</li> <li>• Open 365 days a year with counselling from 12pm weekdays until 10pm and from 6pm until 10pm on weekends</li> <li>• They work alongside other mental health and local services</li> </ul>	 <ul style="list-style-type: none"> <li>• Under 5 service is well established and seen as leading model for early engagement and intervention for children</li> <li>• We have expanded this offer into the outer boroughs</li> <li>• The team consists of Therapists who usually meet with families in children’s centres</li> <li>• 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.</li> </ul>	 <ul style="list-style-type: none"> <li>• 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.</li> <li>• Teams are based in Brent, Harrow &amp; Hillingdon, including SEN schools.</li> </ul>
<h4>Child Wellbeing Practitioners</h4> <p>Child Wellbeing Practitioners support the development and delivery of a wide range of interventions including:</p> <ul style="list-style-type: none"> <li>• Deliver brief goal-based interventions</li> <li>• Manage a small caseload of service users</li> <li>• Support neurodevelopmental assessments</li> <li>• Support school observations</li> <li>• Supporting assessment clinics</li> <li>• Supporting treatment waiting list initiatives</li> </ul>	<h4>Children and Young People Primary Care Mental Health Service</h4> <ul style="list-style-type: none"> <li>• Formally called ARRS, this is now live in four boroughs in North West London</li> <li>• Role bridges the gap between GP practices and CAMHS, ensuring young people are navigated to timely, early support</li> <li>• Support GPs to extend their capacity within the community and widens the range of offers in primary care</li> </ul>	<h4>SPA Advice Line</h4> <ul style="list-style-type: none"> <li>• Single Point of Access (SPA) is a mental health crisis line offering emotional support and advice, 24 hours a day, 7 days a week.</li> <li>• Open to children all ages, people who haven’t used mental health services, and carers and family members concerned about someone.</li> </ul> <p>Phone: 0800 0234 650 Email: <a href="mailto:cnw-yr.spa@nhs.net">cnw-yr.spa@nhs.net</a></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: <a href="http://www.cnwl.nhs.uk/camhs">www.cnwl.nhs.uk/camhs</a> <a href="https://twitter.com/cnwlcamhs">@cnwlcamhs</a></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. Hillingdon has been allocated Wave 11 funding starting from September 2024 for two new MHST's to enhance our existing offer. We have recruited into the trainee posts who work with the schools, and they are now in post and commenced their University training courses. We are also currently recruiting to the supervisor posts to support these trainees. This new wave of funding will bring Hillingdon 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 year as shown in the below graph.



### 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:

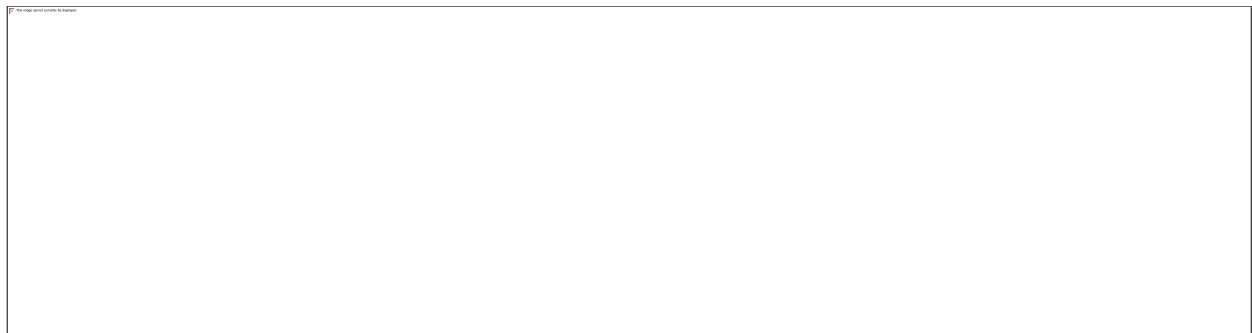
- Soft launch of the CNWL Discovery College (YA focused Recovery College) – currently running courses for young adults on “Preparing for University”
- Launch of the young adults Peer Support Service – Hillingdon has a dedicated peer support worker for young adults and also supporting other young adults projects (e.g. Discovery College)
- Awarded funding to higher education organisations and voluntary sector organisations to support early intervention and prevention of eating disorders
- Roll out of Me First training – communications skills training aimed at supporting professionals to effectively communicate and engage with young adults.

## 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.

Metric	Category	Theme	Target	Latest Nat Avg	Previous Period	Current Period	Divisions			SPC
							J	G	D	
MHS070CYPB CYP Access - 1 contact (12mth Rolling All <18yrs)	NHS National Standard	Children & Young People			2,518	2,508	2,508			
REF_16 CAMHS Referral Received to Treatment within 18 weeks	Internal Priorities	Children & Young People	85%		99.6% 288 289	100% 128 126	100%			

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.



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.

Metric	Category	Theme	Target	Latest Nat Avg	Previous Period	Current Period	Divisions			SPC
							J	G	D	
COM_03 New mothers receiving a new birth visit (within 14 days)	Internal Priorities	Primary care and Community Services	85%		89.9% 654 739	88.4% 232 300	88.4%			

The below is a summary of our performance in ARCH:

- The service has achieved a 100% success rate in meeting the target of 95% for new service users waiting times within three weeks.
- The service has achieved a retention or completion rate of 96.8%, exceeding the target of 85% for retention or completion within 12 weeks.
- The service has achieved a successful completion rate of 8.3% for opiates and 41.4% for alcohol, exceeding the national average.
- The service has seen a 28.8% increase in the number of service users in structured treatment, rising from 1,196 in April 2022 to 1,540 to date.

- The service achieved Hep C micro-elimination in 2023 and has successfully sustained this status for six months.
- The service has increased the percentage of individuals engaging in structured treatment following release from prison from 20.8% in April 2022 to 36.9% to date.