



NATIONAL QUALITY BOARD

For meeting on: 14 February 2018

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Paper for:

Decision	Discussion	Information
	X	X

CQC'S THEMATIC REVIEW OF CHILDREN AND YOUNG PEOPLE'S MENTAL HEALTH SERVICES

SUMMARY

In January 2017, the Prime Minister set out a range of measures to improve mental health support, including a CQC review of quality and access across the system of mental health services for children and young people.

In October 2017, CQC published the phase one report of the review. This drew on existing knowledge, research and evidence about the state of children and young people's mental health services, as well as input from children and young people. The phase one report found that the system as a whole is complex and fragmented, and that the quality and accessibility of care is marked by variation, with poor collaboration and communication between agencies.

In March 2018, CQC will publish the phase two report of the review. Drawing on new evidence gathered through fieldwork in ten areas of England and the findings from the phase one review, this report will describe what makes it easier and what makes it harder for local system to ensure that children and young people have timely access to high-quality mental health care.



The phase two report will also set out the action that needs to be taken to improve the quality and accessibility of mental health care for children and young people. These are likely to cover the breadth of agencies that are involved in children and young people's mental health services in addition to primary, secondary and tertiary health services; for example, schools, local authorities and the third sector.

The recommendations are likely to cover issues around better sharing of data across agencies, prevention, transition, workforce and training, possible changes in the way that children and young people's mental health services are regulated, and funding and budgeting issues. It will consider the role that high profile champions can play in helping to improve services. It is also likely that the recommendations will address the part that those working at all levels within the system, from Government to front-line, can play to improve the experience of young people with mental health problems.

Phase three will build on the reports for phases one and two and will look at how the recommendations for local bodies and national bodies, including CQC, have been implemented.

Overview slides are provided at Annex A.









PURPOSE

The NQB is asked to:

- 1) **Consider** the draft review findings and theme areas of the recommendations;
- 2) **Agree** how it as a collective, and as individual organisations, will work to ensure that the issues the review highlights are fully addressed;
- 3) **Consider** what role it can play in helping CQC and other bodies to implement the recommendations; and
- 4) **Agree** for CQC to attend the next NQB meeting with the finalised phase two report and further detail on the recommendations.



ALB Involvement in development and sign-off of paper:

			
	X		
			

Children and young people's mental health thematic review

Draft findings and recommendations

February 2018

Prime minister's request



In January 2017, the Prime Minister set out a range of measures to improve mental health support.

This included requesting CQC to undertake a review of quality and access across the system of mental health services for children and young people and to identify what is working and what is not.

Phase 1



In October 2017, we published the phase one report of our review.

This report drew on existing reports, research and other evidence and CQC's inspections of children and young people's mental health services, as well as conversations with young people to identify the strengths and weaknesses of the current system.

Our phase one report commented on the difficulties children and young people face in accessing appropriate support for their mental health problems from a system that is fragmented and where services vary in quality.

The review found that, whilst most specialist services provide good quality care, too many young people find it difficult to access services and do not receive the care that they need.

The report confirmed many of the issues raised in the Five Year Forward View for Mental Health published in 2016.

In March 2018, CQC will publish the phase two report of the review.

This report will draw on new evidence gathered through CQC's fieldwork in ten health and wellbeing board areas of England and will describe what helps local services and systems have timely access to high-quality mental health care and what hinders them from achieving, improvements in the quality of mental health services for children and young people.

The report will also set out the action that needs to be taken at a national and local level, to improve the quality and accessibility of mental health care for children and young people.

Phase 2: What we did



During the fieldwork CQC carried out for phase two of our review, we spoke to staff working across these different parts of the system, and to the children, young people, families and carers who use their services.

In total, we spoke to over 1,300 people through focus groups and one-to-one interviews.

We reviewed policies and procedures.

We visited schools, hospitals, voluntary organisations and other services.

We tracked how individual children and young people moved through the mental health system

Phase 2: 10 areas



The 10 health and wellbeing board areas we visited are:

- Bedford
- Bristol
- Dorset
- Enfield
- Hertfordshire
- Liverpool
- North Yorkshire
- South Tyneside
- Southwark
- Walsall

Key lines of enquiry



We looked at three main aspects of the mental health system for children and young people:

- Identifying and responding to mental health needs: how partners in the local area identify mental health needs and what they do to start the process of getting the right support for children and young people.
- Accessing high-quality care: how partners plan and deliver services that offer high-quality care that can be accessed in a timely fashion by children and young people who need support for their mental health.
- People's experience of and involvement in care: the views and experiences of children, young people, their families and carers, and how they are involved in their care and how their views are used to help improve services.

Phase 2: What we found



We found many examples of good practice led by compassionate and committed people working across the whole system. We saw creative solutions to overcoming the barriers to high-quality care. We also found that there is no single way to deliver high-quality mental health care for children and young people.

Different models worked in different places, and for different children. Sometimes, things that worked in one local area did not work well in another. But where we saw good practice we saw many common themes, such as good communication and collaboration between different teams and services. Most importantly, we saw that putting the child or young person at the centre and putting their interests above those of the organisations involved in the care makes it easier to overcome the barriers to high-quality care.

Local learning and action is crucial if we are to improve the quality and accessibility of the mental health system for all children and young people, but local action alone is not enough. The local system that should support and provide care for young people is complex and fragmented. Where we found good practice locally, staff had made this happen despite the system, not because of it. If we are to see a significant and sustainable improvement in children and young people's mental health care, then national bodies must lead it.

Phase 2: Draft recommendations



The recommendations are likely to cover the following areas and themes:

- better sharing of data across agencies,
- prevention,
- transition,
- workforce and training,
- regulation,
- funding and budgeting issues,
- high profile champions.

The recommendations are likely to cover the breadth of agencies that are involved in children and young people's mental health services in addition to primary, secondary and tertiary health services; for example, schools, local authorities and the third sector.

It is also likely that the recommendations will address the part that those working at all levels within the system, from Government to front-line, can play to improve the experience of young people with mental health problems.

We would welcome views from the board on where they could best help implement the recommendations.

Next steps: Phase 3



In phase three of our review, we plan to use our role as the independent regulator of health and social care in England to hold the system to account for improving the quality of children and young people's mental health care.

Next year we will publish our assessment of the progress made by national and local partners.

We would like to continue conversations with NQB to discuss ways that the board can help to ensure that the recommendations can be effectively implemented.