

CAMHS Modernisation Plan 2021

Area

Service Model & Workforce

Administration

WL Management

Digital Enablement

Accommodation

Communications

HR & Partnership

- 2023

Issue

Aim is to implement fully the national CAMHS specification and CAPA model across CAMHS Services by March 2023

Until rollout of IT systems is completed, the service is currently only able to accept paper based referrals. Current systems and processes include:

- Oneours demand on admin time/resource in processing referrals
- Non standardised referral form used
- Inappropriate or incomplete referrals
- Unmanaged expectations/poor patient and referrer experience
- Batching of vetting, resulting in delays

We are currently unable to measure count urgent/unscheduled demand on our service and interrogate data to provide us with evidence for improvement and assurance due to a lack of dedicated resource.

- Deliver the local Deep Dive recommendations relating to:
 - Electronic referrals
 - epatient Record
 - RMS Support/Text Reminder Service
- Further develop individual and group therapy where indicated

Deliver the accommodation recommendations identified in the Deep Dive in addition to completing and upgrade/refresh of existing CAMHS accommodation.

Communication plan required to enable recruitment and engagement with patient group

Significant consultation with staff in relation to implementation of this CAMHS Modernisation Plan is required

Action Required

Additional funding has been secured via the 2021-22 Mental Health Recovery and Renewal Fund Allocations
Modelling workshops planned for Summer 2021 with key stakeholders and SG to design CAMHS modernisation plan 2021-2023

Work ongoing to reflect CAPA working model and associated sign posting. Final decisions to be agreed 2/7/21 workshop.
SCI Gateway SOP consultation complete and aiming to go live from August 2021
Design of Standardised Operating Procedures to support management of referrals and waiting times.
Recruitment for administrative support to management team underway.

Ongoing consultation with stakeholders around implementation of CAPA model - May to August 2021
Recruit Waiting List Co-Ordinator - out to advert, closing 5/7/21

ehealth Programme Board has been established to oversee the implementation of electronic system into CAMHS which will include:
SCI Gateway – collaborative work completed with GP's – scheduled to go live August 2021
Trakcare- further work required to build individualised job plans that will support the implementation of capa model through quarterly job plan reviews.
MORSE – synchronisation of acute and community patient records – work in progress

Actions take to date:

Approved contractor appointed to deliver upgrade of current accommodation at ARC and Coathill – works due to commence Summer 2021.

Business case for Udston in place – await approval from CIG.

Develop a communications strategy that will support a national recruitment campaign for CAMHS and the wider Children’s services in the North HSCP by August 2021
Engage with C&YP to capture their experiences as patients with CAMHS and use this feedback to develop patient stories and influence service delivery going forward.

HR and partnerhsip involved in workshops and will advise staff consultation exercises accordingly

Appendix 3

Timescale

Summer 2021

July/August 2021

May - August 2021

Work on as per ehealth programme board
work
plan/progress monitored at CSMT monthly

Summer 2021

Aug-21

Ongoing