

Parent Network Meeting – Mental Health and Well-being

Huntingdonshire, 17 June 2015

Medway Centre, Huntingdon

Attendees

Parents: 6

Service Providers: Jo Rooney, Meredith Teasdale, Jane Coulson, Natalie Bilton, Jane Crittendon, Jo Fallon, Teresa Grady, Sam Richardson, Richard Veevers, Tasha Mathews, Louise Wood, Sarah Spall, Anna Tuck, Sue Stepney

pinpoint: Eve Redgrave, Lenja Bell, Jackie King

Overview

The topic for these network meetings was Mental Health and Well-being with an aim to gather parents' views around what types of early intervention services would help families. Jo Rooney, Commissioning Manager from the Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) gave an update on what is happening locally and nationally around mental health services. A copy of the presentation can be found on the pinpoint website: <http://www.pinpoint-cambs.org.uk/pinpoint-reports>. This was followed by group work with parents, service providers and commissioners to answer four questions on service provision. After the group work, each group fed back their key points which had been captured on flip chart paper and are recorded below. Parents had a chance to talk individually with each other and service providers over lunch. After lunch, pinpoint ran a well-being session for parents.

The number of parents attending for this meeting was low; however, two pinpoint staff and some of the service providers also joined discussions as parents themselves.

Feedback from group work

1. What services do you value and think work well? Why?

- School nursing
- Counselling – in school through school nurse
- Early intervention
- Mental health first aid training
- Once CAMH involved very good

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- YMCA Counselling – Hunts, Fens, her own space and 1-2-1 work, in Connexions so no waiting area so no one is listening to her, but difficult to get to because of other children to look after
- School
 - St Bedes Chaplaincy Service, caring culture, friend support her and school support friends, named contacts
 - Meadowgate – support with issues on an individual family basis, staff with the right attitudes, values and ethos, getting it ‘right’ – listen and put solutions to parents
- CAMHS – on waiting list for when he can be seen
- Voluntary sector services – because support that they provide is not time limited

2. Where are the most suitable places to receive services?

- Tesco’s local community – Bar Hill
- School / further education (x 3) – because young people will feel comfortable in familiar surroundings)
- School nurses
- Local community
- Potential use new businesses / big bus / cinema
- Not medical centres
- Pop-up shops
- Use charities
- On-line / Skype
- Animal therapy
- Where the child feels comfortable, this may be in school or it may be elsewhere in the community
- Needs to be different options for families

3. How can we improve access to services?

- Issue with transfer between services / hand off e.g. GP to family worker to school nurse
- Need to fight to navigate system
- Parents having to chase, do own admin, manage home, etc.
- Need to make sure therapy / group right for child
- Flexibility – where people want to access and when (e.g. when appointments are available)
- Office space at school so that professionals can come to where young people are

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- Make transitions to adult mental health service better by making sure information about young people goes between CAMHS and Adult Mental Health Services
 - Staff that are available when (working) parents need them to be available
 - Support to access services (e.g. childcare). Opt-in process for accessing services aren't always user-friendly.
4. How can we do things differently?
- See one person to find best pathway (x 2) – lead professional to support, advocate, community navigator, key worker
 - School nurse
 - Children's worker – drop in, any questions
 - Use Tesco outside school day
 - Local community awareness – information and guidance
 - Counsellors in schools / higher education / further education
 - Same as c-card!
 - Mental health first aid rolled out further
 - Time to change
 - Use charities
 - Outreach
 - Online support
 - More awareness of mental health, not as much focus on physical
 - Understanding what a mental health issue is
 - Support whilst on waiting list
 - Sibling support
 - By learning from other services who do it well or differently (e.g. Cumbria)
 - A single point of contact for families (or young people) to access professionals from health and social care, to reduce inappropriate or multiple referral before the right support and services can be identified, a telephone number
 - A flowchart based on problem and need for families
 - Give resources to schools so they can grow their staff to have the right ethos and skills to support children with additional needs
 - More courses for parents of teens

These comments were also fed back during discussions:

- Problems
 - Disillusionment with system due to long waiting list, stress affects child, parent support would help
 - When finally get to see someone, critical information lacking re: case, internal failure, shouldn't make a diagnosis

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- Peri-natal is a key stage
- Other
 - Issue with charities providing services that statutory sector should provide (Charities can be commissioned by statutory sector, need to communicate this to families)
 - Is it equally good to refer to a charity as to the statutory sector e.g. NHS?
 - Label / diagnosis – do we need it? Not if needs are met. (Take this to schools)

Next Steps

The feedback from the group work will be collected and analysed across the five network meetings and shared with the County Council, CCG and Cambridgeshire and Peterborough Mental Health Trust (CPFT). It will feed into the CCG Transformation process and support work around improving how early intervention mental health services are offered by the County Council, health services, the voluntary sector and schools. Pinpoint will update parents on how this work is taken forward.