



Community Health and Wellbeing Services for Children and Young People in Devon

Shaping future services

July 2017



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Introduction

The contracts to provide services for children and young people in Devon are due to be renewed from 1 April 2019. This provides an opportunity over the coming months to review and improve the system of care and support available to children and young people across Devon.

Over the last few months local health and social care professionals, clinicians, partner organisations such as schools and children and young people's representatives have been developing ideas to form some proposals for how services might look in the future. Engagement with children, young people, their parents and carers, health and social care professionals and other interested people happens regularly. A lot of this feedback has been collected together and has helped to inform ideas for future services.

We are excited about what services for children and young people could potentially look like in the future and it is critical that we get this right. Before making any decisions, we want to test our ideas to see what local people think.

This document provides details about our proposals for future services for children and young people, plus information about how you can find out more and have your say.

We would like to hear from children and young people, parents and carers and professionals that work with children and young people in health and social care services or make referrals into services. Please get involved and help us to decide how to improve services for children and young people in Devon.



We want all children and young people in Devon to have the best start in life, growing up in loving and supportive families, and being happy, healthy and safe.

Children and young people and their families and communities will have access to a personalised, sustainable and co-ordinated system of care and support. It will meet needs early and improve their quality of life so that they can live well throughout life and make the most of the choices and opportunities available to them.

What services are we talking about?

Services include health and care services that all children come into contact with at some point including health visiting and school nursing, to services to support those with mental health issues and services for children and young people with additional or special needs (up to the age of 25).

Best Start in Life and Promoting Strengths in Families

0-19 year olds public health nursing services (health visiting and school nursing)

Special Educational Needs (SEND) and Children with Additional Needs and Long Term Conditions

Nursing and Community Support to include:

Complex care | palliative care | community children's nursing
children in care nursing service | specialist school nursing
learning disability | child development centres
and specialist children's assessment centres

Integrated Therapies to include:

Speech and language therapy | occupational therapy | physiotherapy | reablement officer for visually impaired children (ROVIC) | portage (special needs pre-school education service)

Emotional Health and Wellbeing

Community child and adolescent mental health services (CAMHS tier 2&3)
CAMHS assertive outreach | CAMHS crisis response | safeguarding
Autistic Spectrum Condition | Journey After Child Abuse Trauma (JACAT)

Working together

Looking at the services listed above, it is clear that many different things sit under the umbrella of services for children and young people. These are provided by a range of organisations. What is unique about this change to new contracts is that **all** of the services listed above will be reviewed together, so that we can see what is working well, what needs improving and how we can do this. As a result, they will be designed so that in future they can work much better together as one system.

Services can co-ordinate better with each other and 'wrap around' the child or young person to meet their needs. Families will only need one local point of contact and it will feel much more like care is being delivered by one service, even if multiple services are involved.

What you have told us about current services for children and young people

We want early access to information and help

We want more choice of services and residential placements

We want to be seen where we feel comfortable, not in an office or hospital

Please work in a joined up way to understand all of my health needs

I only want to tell my story and give my details once

We would like to be supported to live a healthy lifestyle within our community

We would like some support in the meantime if there is a wait to be seen

There should be more of a focus on supporting children and young people earlier so that they don't get into **crisis**

I shouldn't have to fit in with the service, I want the service to be tailored to me

Please offer more support to carers, particularly through providing opportunities for us to come together, share experiences and help



You said, so we have...

Using feedback about current services for children and young people from children/young people, parents/carers and health/social care professionals as well as key strategies, policy and guidance, we have identified some **key principles** to support the development of future services and some of the things we need to do to **meet future needs**.

Key principles

Prevention is a fundamental aspect of provision

Early help is embedded across the system

Services should be innovative and evidence-based

Services should build upon the strength and resilience of individuals, families and communities

The way we work with children and young people should be personalised

We should respond to need and ensure everyone can access services

Sustainability

The system should be properly joined up

There should be a strong focus on gathering and sharing information and intelligence



Full details are available in Appendix 1

What do we need to do to make this successful?

People that work with children and young people in health, care and education and people working in the voluntary sector have agreed the following as signs of success when the new services are launched.

A high quality integrated, personalised model of provision that can respond to the holistic needs of a child or young person and their family

A high quality offer of local, universal support with timely access to targeted and specialist services that takes account of the learning from service users and their parents or carers.

Sustainability of provision by ensuring best value for money without reliance on additional investment

Seamless pathways of care and support where everyone works together

Improved opportunities for children and young people at transition points in their life



Making an impact on quality of care

The National Service Framework for Children, Young People and Maternity Services (2004) remains current to today's needs. It established the direction for the future of services for children who are ill - timely, high quality and effective care, as close to home as possible.

Our future model for services

We have worked hard to ensure local services for children and young people are based on these foundations. More recently, other key policy documents and guidelines have been produced and we have identified a range of key outcomes that we want to achieve for children and young people through this procurement process:

Emotional Wellbeing and Mental Health with a particular focus on prevention and self-harm.

Improve health outcomes for children and young people with additional needs and long term conditions to ensure they thrive with their family and are included in education and community opportunities.

Improve health outcomes for all children and young people aged 0-19 by focusing on the best start in life, promoting the strengths in families and reducing inequalities.

Full details of our key outcomes are available at [Appendix 2](#)

Things that future services must deliver

- Services which work in a flexible way. Services will be supported by additional online information and advice that is designed to be child and young person friendly and is available to everyone for advice and further help if appropriate. This will provide better access to some forms of help outside of normal working hours.
- An appropriately resourced out-of-hours/ emergency and crisis response that is tailored to meet a range of needs.
- Services that work on the basis that **no referral is inappropriate**, providing one local point of contact that is available in person and online, identifying needs, signposting to advice or referring into services where appropriate.
- A rapid triage process for referrals by a co-ordinator that is backed up by professional expertise offering rapid response where appropriate.
- Every child or young person will have a lead professional to act as co-ordinator who will liaise with the multi-disciplinary team that is delivering their care. The co-ordinator will work with the child or young person and family to develop a personal care plan to achieve specific desired outcomes.
- Good communication with every child, young person and their family so that they always understand their current position on their care plan and know what future steps are ahead and when.
- Listen to views from children and young people using services and their families. Their views are considered and used to help improve services.
- The development of a truly integrated workforce that, whilst led by specialists, creatively blurs the boundaries between professions to develop a skilled and knowledgeable workforce that shares tasks.
- A fully integrated service response accessible to, and co-ordinated by, the lead professional.
- Paperless and mobile working wherever safe and appropriate.



How you can give your views

We will be asking for your views on our proposals about future services for children and young people between **13th July and 15th September 2017** and there are a number of ways you can get involved.

This document has been designed to give you enough information to be able to consider our proposals for future services and give your own views. More information is available online if you would like to see more details:

<https://www.newdevonccg.nhs.uk/your-ccg/children-and-young-people-100144>

Complete our survey

An online survey is available here:

<https://www.surveymonkey.co.uk/r/devonchildrenshealthandwellbeingservices>

Completing our survey online saves administration time, postage and the environment so we are encouraging people to use our online survey.

However, if you are unable to complete the survey online, a paper copy is available if you contact us – see details on the next page.



Talk to us in person

Over the summer, we will be attending a number of community meetings across Devon where parents and children will be invited to give their views on the future model of care for children's services. We are also keen to talk to parents/carers and young people by phone at a time convenient to them and encourage them to give us a call or email us to arrange this – details on the next page.



Need more information?

If you have a question that is not answered here, please contact us using the details below.



Alternative formats

If you require information in an alternative format such as:

- Large print
- Another language

Please contact us using the details below.



Contact us:

If you would like to talk to us about your experiences, or if you have any other queries, then please contact us.

Email: devonchildrens.services@nhs.net

Call: 01803 652480

Visit our website:

<https://www.newdevonccg.nhs.uk/your-ccg/children-and-young-people-100144>

Appendix 1- Principles

Prevention is a fundamental aspect of provision: combining both universal prevention and early identification of need, targeting the right supported to prevention that reflects risk factors of individual children and young people, families and communities ensuring a prevention approach.

Early help is embedded across the system: children and young people will be offered help and information early in their life and early in the development of specific needs, whether these be health and/or care needs.

Services should be innovative and evidence-based: the system will continuously strive to improve the lives of children and young people through innovation and ensuring the best and most current evidence is used to challenge existing practice and systems.

Sustainability: prevention, early help and proactive intervention, will help drive sustainability of the system. However, ensuring efficiency, effectiveness and the use of technology and workforce management (skill mix, resilience, retention, new roles and ways of working) will be critical to ensuring system sustainability.

We should respond to need and ensure everyone can access services: the system will respond to the changing needs of the population, delivering support at the right time and in the most appropriate place in the community where possible.

The way we work with children and young people should be personalised: which uses information about activation, risks and strengths to tailor and personalise the response.

The system should be properly joined up: and act collaboratively, to ensure that the system is united by a common focus on delivering outcomes for children and young people and their families within a co-ordinated seamless experience. There is 'no wrong door' and professionals are enabled to work across the system to deliver the best possible care to children, young people and their families. The integrated system uses information and data to develop and deliver effective practice. The integrated system is capable of understanding, managing and accepting risks with children and young people and their families.

Services should build upon the strength and resilience of individuals, families and communities: recognise that children and young people live in families and communities; value and enable the role these play in developing and sustaining happiness, wellness, health, and safety. Empower children and young people and their families to help themselves, build resilience and safely manage risks.

There should be a strong focus on gathering and sharing information and intelligence: to ensure that services can demonstrate effectiveness and efficacy and contribute to understanding need to inform future planning.

Appendix 2 - Key outcomes

Improve **Emotional Wellbeing and Mental Health** with a particular focus on prevention and self-harm.

- Effective early help for self-harm including full analysis of causes to influence system re-design.
- Increased capacity in primary mental health work/tier 2 provision including capacity building with Early Help workforce including schools.
- More effective join up between Learning Disability, Occupational Therapy and CAMHS for children with Autistic Spectrum Disorder, anxiety and sensory processing needs.
- Early help and co-ordination of specialist services in the early years for children with communication, sensory processing and behavioural needs to prevent escalation of needs.
- Effective risk and crisis available 24/7, for those that require inpatient support, ensuring robust care co-ordination to support step up and down.
- Enhanced skill mix of staff through maximising opportunities via talking therapies.
- Prioritisation of children in care. Skill mix and interventions to respond to specific needs of this vulnerable population including meeting need arising from trauma and abuse.

Improve health outcomes for children and young people with **additional needs and long term conditions** to ensure children and young people thrive with their family and are included in education and community opportunities.

- Redesigned community support and services with the ambition of increasing care closer to home.
- Redesign of the diagnostic pathway to prevent waiting lists and increasing multi-agency engagement.
- Ensuring access to the early help based on needs and not contingent on a diagnosis.
- Redesign of the support offered post diagnosis to ensure it is available earlier if required. Reducing diagnosis as a gateway/ threshold to services.
- Comprehensive multi-agency, co-ordinated support for children and young people post diagnosis to support inclusion in education and community activities.
- Moving away from any internal waits for children, young people and families once initial appointment has been attended. Families have stated that co-ordinated and integrated support needs to be improved.
- Increase access to therapies through joint assessment, assistant posts to build the capacity of qualified staff, effective care planning and co-ordination to focus on the whole child or young person and their environment.

Improve health outcomes for all children and young people aged between 0-19 by focusing on the **best start in life, promoting the strengths in families and reducing inequalities.**

- Improved delivery of the mandated five child and family health needs assessments and the National Child Measurement Programme.
- Supporting families to give children the best start in life based on current evidence of 1001 Critical Days as a foundation on which to build enhanced support in the early years and beyond.
- Ensuring that families have easy access to expert advice to support and enable them to provide a secure environment to lay down the foundations for emotional resilience and good physical and mental health.
- Contributing to the multi-agency programmes that enable children to be ready to learn at age two, ready for school by age five, and able to achieve the best possible educational outcomes.
- Supporting children, young people and families to engage with their local community.
- Supporting children, young people and families to navigate health and social care services to ensure more timely access and support.
- Working in partnership with local communities to develop community capacity; utilising local expertise and ensuring effective use of community-based assets.
- Leading in the development of effective partnerships that will support healthy lifestyles, reduce inequalities and act as an advocate to deliver change to support improvements in health and wellbeing of all children, young people and families.
- Working in partnership with others to ensure early identification of children, young people and families who need wider early help.
- Develop access to evidence-based preventive programmes that will promote and protect health in an effort to reduce the risk of poor future health and wellbeing.