

# EMOTIONAL HEALTH AND WELLBEING SUPPORT

*for children and young people*

## Frequently Asked Questions (FAQs)

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### **What is the review about?**

This review is looking at all the emotional health and wellbeing services and support that is available for children and young people in Sussex between the ages of 0-18 years and including transition into adulthood. It has been commissioned by the NHS and local authorities in Sussex who want an up-to-date perspective on the services and support available to children and young people and recommendations for how they can be improved.

The NHS and local authorities know that staff working in health, social care, education and the voluntary sector work extremely hard to try to ensure children, young people and their families get the help they need. However, they also know the current system is not working as well as it should. In particular, it is not always clear what support is available for children and young people or how to access it. This is something that local health and social care bodies have collectively agreed needs to change.

They have commissioned this review to look at a wide range of information and hear the voices of children, young people and their families and carers to better understand their experience of current services. The NHS and local authorities have a shared ambition to improve services and support as a result of this work. At a national level, the NHS Long Term Plan, which was published by national health leaders in January 2019, made mental health and children services priority areas and our review supports these national ambitions.

### **What is the timescale for the review? Where are you in the process?**

The review is keen to hear from as many people as possible between now and the end of September 2019 as part of the engagement process. We anticipate that a report with recommendations for the future of emotional health and wellbeing support for children and young people in Sussex will be published in early 2020.

### **What will the review do?**

The review aims to:

- better understand the experiences of children and young people who need emotional and wellbeing support, so that we have a much clearer picture of what is available and how the health and care system works for them;
- look at the way services are designed and delivered to make sure they meet the needs of children and young people in Sussex;
- bring an up-to-date perspective that looks at the whole system of care and support – from GP referrals to school counselling and hospital treatment – so we can better understand how different health and care professionals, teams

and organisations work together to give children and young people care and support;

- look at what we can learn from elsewhere – local, regional and national best practice and initiatives will help the review develop sound and practical recommendations for the future; and,
- make recommendations to influence the way public funds are used which supports children and young people who have mental illness to receive timely access to specialist treatment when they most need it.

This is in line with national ambitions to improve the mental health and wellbeing of children and young people.

### **What sort of services and support is the review looking at?**

This is a wide area and includes everything from online resources designed to help people take better care of their mental health, support provided by schools and family doctors, as well as services for people who are unwell and need specialist treatment from community mental health and hospital services.

### **Why have a review?**

The number of children and young people needing help and support for their mental health and emotional wellbeing is growing. While many children, young people and their families get the support and services they need, not everyone can find the right support and their experience of services isn't as good as it should be.

Insights provided by Sussex-based Healthwatch organisations and other local groups and networks tell us that children, young people and their families and carers often say that they wait too long for an appointment, assessment or diagnosis. Others say that they don't know what services are available or don't feel that support is forthcoming or proactive enough. Some parents find it very difficult to get specialist help for their child. Many say they have to repeat their story because the organisations involved in care and support don't talk to each other and share information.

The way that services are designed and delivered doesn't always make it easy to provide the most effective support; many different teams of people can be involved in caring for children and young people and it's not always easy for them to share information or work together to give people the help and support they need.

The organisations who have commissioned the review recognise this and want to know how they can change things for the better.

At a national level, there is a renewed focus on improving the mental health and wellbeing of children and young people, as set out by health leaders in the NHS Long Term Plan earlier in the year.

### **Which organisations are involved in the review?**

The following Sussex partners have commissioned the review:

- The seven Sussex Clinical Commissioning Groups (CCGs) of Brighton and Hove, Crawley, Horsham and Mid-Sussex, High Weald Lewes Havens, Eastbourne, Hailsham and Seaford, Hastings and Rother and Coastal West Sussex
- Sussex Partnership NHS Foundation Trust
- Brighton & Hove City Council
- East Sussex County Council
- West Sussex County Council
- The review is also supported by other partners across the system, including education, primary care, the voluntary sector and community and engagement groups.

### **Who is carrying out the review?**

The review has an independent chair, Steve Appleton, who is Managing Director of Contact Consulting, an independent organisation that specialises in mental health. Steve chairs the Review Panel, which is made up of health and care professionals including GPs and other clinicians, support workers, local authority representatives, parent and carer representatives and members of the voluntary and community sector.

An Oversight Group, made up of local health and care leaders who have commissioned the review, supports the Review Panel in its work, making sure it is conducting its work in a robust and inclusive way and is on track to deliver a report and recommendations.

Review Panel members are already talking to local groups and networks about their experiences of services and support. Once the review process is over, we will look at all the evidence and come up with a set of recommendations for the future of emotional health and wellbeing services in Sussex. These recommendations will be published in a full report in early 2020. The report will provide a view of services and support, based on the views that our Panel members have heard along with best practice examples. This new evidence and insight will act as a catalyst for change, informing recommendations for the future shape of services and support across Sussex.

### **What sort of information is the review looking at?**

The review has already started gathering data and insights based around what we call our Key Lines of Enquiry (KLoE). These are the areas of focus that will give us a clearer picture of the services that are available to children and young people in Sussex.

- **Personal experiences** – listening to insights, views and feedback from children, young people and their families and carers and asking them what works well and what they think needs to change.
- **Access** – how easy it is for people to get the services or support they need, when they need it. It also covers how easy it is for professionals such as family doctors and schools to refer people for specialist treatment and support.
- **Capacity** – looking at whether there are enough services and support for the children and young people in our area who need them.
- **Funding and commissioning** – looking at how health and care budgets are spent on emotional health and wellbeing support for children and young people and how that support is commissioned by the people who hold the budgets.
- **Effectiveness** – looking at the quality of the services and support on offer, whether they do the job and if they need to be improved.
- **Relationships and partnership working** – support and services can often involve different health and care bodies. We want to know how good these different teams are at talking to one another and how the way that care and support is joined-up around a person can be improved.

We're confident that a combination of hard data (on areas such as funding and outcomes), alongside hearing personal, lived experiences of children, young people and their families, will give us a much clearer picture of how services and support are working and where they can be improved. By creating this evidence base, we'll be in a good place to make solid, practical recommendations for the future.

### How can I get involved/learn more?

We're keen to hear from as many people as possible during the review process and are creating different ways for people to give us their views and opinions. Here are some of the ways in which we are encouraging people to let us know what they think.

### Open space events

We are holding three 'open space events' in September which you would be welcome to attend. 'Open space events' are meetings where those attending create and manage the agenda, meaning that participants will be able to choose the specific areas they want to discuss.

- Wednesday 4 September, Stade Hall Hastings - 18.00-21.00
- Thursday 5 September 2019, Uckfield Civic Centre - 9:30-13.00
- Thursday 5 September 2019, University of Brighton, Varley Park, Brighton - 18.00-21.00

If you would like to attend one of these events, please register to attend using this link: <https://www.eventbrite.co.uk/o/sussex-wide-review-of-emotional-health-and-wellbeing-support-for-children-and-young-people-25174358541>

**Surveys** for professional and practitioner groups and for patients and the public are in development and will be rolled out over the next few weeks.

### Focus groups

We're organising three focus groups for practitioners over the coming weeks so that we can hear directly from those on the front line. These are spread across the review's catchment area and details of how to register are given below;

Focus area, times and link	
<b>Date: Tuesday 27th August</b>	
<b>Venue:</b> Chichester City Council, (The Old Court Room), North Street, Chichester, England, PO19 1LQ	
<b>Combined Community, Education and Primary Care (13:30-15:00)</b>	
Link: <a href="https://www.eventbrite.co.uk/e/combined-focus-group-community-education-and-primary-care-tickets-68475787925?aff=affiliate1">https://www.eventbrite.co.uk/e/combined-focus-group-community-education-and-primary-care-tickets-68475787925?aff=affiliate1</a>	
<b>Date: Thursday 16th September</b>	
<b>Venue:</b> Friends Meeting House, (Lecture Room), Ship Street, Brighton, England, BN1 1AF	
<b>Community (09:00-10:30)</b>	
Link: <a href="https://www.eventbrite.co.uk/e/focus-group-1-community-tickets-68472287455?aff=affiliate1">https://www.eventbrite.co.uk/e/focus-group-1-community-tickets-68472287455?aff=affiliate1</a>	
<b>Education (10:30-12:00)</b>	
Link: <a href="https://www.eventbrite.co.uk/e/focus-group-2-education-tickets-68473904291?aff=affiliate1">https://www.eventbrite.co.uk/e/focus-group-2-education-tickets-68473904291?aff=affiliate1</a>	
<b>Primary Care (12:00-13:30)</b>	
Link: <a href="https://www.eventbrite.co.uk/e/focus-group-3-primary-care-tickets-68474197167?aff=affiliate1">https://www.eventbrite.co.uk/e/focus-group-3-primary-care-tickets-68474197167?aff=affiliate1</a>	

People can also give us their views by:

- writing to us: Freepost SEA2474, BN8 2ZZ (please mark any correspondence 'CYP Review')
- emailing us: [s.lofts@nhs.net](mailto:s.lofts@nhs.net)
- calling us: 01273 403561

### What might the recommendations look like/include?

We'll need to consider all the feedback and evidence that we hear during the review, however areas that might result in recommendations for change include:

- developing new and different ways of organising and delivering the services and support available for children and young people so they get faster access to appointments and diagnoses;
- making sure that children, young people and their families and carers have a much better understanding and awareness of support available to them should they need it;
- looking at how teams and organisations can share information more effectively so that children and young people only have to tell their story once

- considering ways to help children and young people look after their emotional wellbeing and mental health so they don't become unwell in the first place – we call this 'prevention' and it's a big priority for the NHS and local authorities across the country;
- thinking about how we spend the money available most effectively so that we can deliver the best possible services for the money that is available;
- making suggestions about how organisations across Sussex can work together more effectively to plan and deliver services and support; and
- thinking about the way in which the voluntary sector can help deliver services and support to children and young people.

### **Will organisations have to act on the report's recommendations?**

The organisations that have signed up to the review have done so because they are committed to improving the services and support available. They have commissioned this review and look forward to its report and recommendations so they can get a clearer idea of what needs to be done to design and deliver better experiences and services for children and young people and to help hard-working and committed staff deliver this.

**ENDS**