



# CMFT CAMHS

## CQC RATING JUNE 2016

- Are services safe?  
    » **Good**
- Are services effective?  
    » **Good**
- Are services caring?  
    » **Outstanding**
- Are services responsive?  
    » **Outstanding**
- Are services well-led?  
    » **Outstanding**



# Why Outstanding?

- Are Services Safe?
  - Bespoke Risk Management Policy and Procedure
  - Supported by Risk Assessment and Management Meetings
  - Bespoke Safeguarding Pathway
  - Supervision – clinical and managerial with agreed activity levels per clinician
    - “All staff we spoke to said that they were well supported by senior management in managing their caseloads. Senior management are well known, supportive and approachable”



# Why Outstanding?

- Are Services Effective?
  - Evidence Based Integrated Care Pathways
  - Integrated Multi Agency Access Pathways
  - High level of CYP IAPT trained staff and trainers
  - Supervision audited and monitored
  - Outcome measures used and monitored within management supervision
    - “We spoke to Senior staff members from the local authority and police that worked closely with the service. They identified that the service were an invaluable source of support to their teams and at times had exceeded their expectations”



# Why Outstanding?

- Are Services Caring?
  - Annual CHI
  - Strong Participation Group and Events
  - Deliver training to staff and interview staff
    - “Young People said that they had been inspired to help others who have emotional health difficulties because of the high level of support they had received from the service, this is why they attend the participation forum”
    - “ Yp said that the CAMHS Team had positively transformed their lives and whilst they would miss CAMHS when 18, the service had provided them with the skills and self confidence to cope in the future
    - “Carers/Parents talked about how CAMHS had exceeded their expectations in the emotional and practical support they offered”



# Why Outstanding?

- Are Services Responsive?
  - Duty Practitioner
  - 8 week from referral to treatment maximum
  - Information whilst you wait and data collection
  - Integrated Teams/Pathways
    - CAMHS LAC
    - CAMHS YOS
    - SCAIT
    - Federation of Schools
  - Open Referral
  - Strong Teaching/Awareness Commitment to Wider Networks
  - Lessons Learned from complaints and incidents
    - “The SCAIT Team was set up in response to a high level of demand for more targeted support for children with challenging behaviour’
    - “staff empowered yp to design and deliver a staff training DVD that addressed dilemmas for yp in relation to gender”



# Why Outstanding?

- Are Services Well Led?
  - Single Line and Professional Management
  - Transformational Agenda 2010
  - Vision 2 Action
  - iThrive
  - Strong Research and Audit Culture
  - Clear KPI's relating to quality as well as quantity
    - “Senior Management visited teams regularly and demonstrated a strong commitment to improving quality of services”
    - “All staff praised the supportive professional culture in which they worked, they said there was no hierarchy between different grades and professions.
    - “Staff felt that Senior Management were genuinely concerned for their well being as well as that of the yp. Despite high demand and challenging role, staff thoroughly enjoyed their job.



# How Do We Do It?

- Organisational and Professional Structure
  - 1 Clinical Lead (interviewed and can be from any professional background with sufficient experience)
  - 1 Managerial Lead – all professions are managed and held to account for their clinical inputs
- Clear Transformation Indicators and Performance Targets