

Hertfordshire CAMHS Newsletter



Edition 1 – April 2021

Welcome to the first edition of the CAMHS newsletter for Hertfordshire, created to share news with all CAMHS partners who are helping children and young people to develop and maintain positive emotional wellbeing and mental health, demonstrate healthy behaviours and feel more resilient and empowered.

We're keen to share news from all providers of emotional and mental wellbeing support for children and young people in Hertfordshire including the NHS, public services - council/s, education settings and other partners including voluntary, community and social enterprise (VCSE) organisations, as well as sharing case-studies and views of parent/carers, children and young people.

If you have any news or information about your service/organisation, a message or other feature you would like to appear in this newsletter, or some feedback on the newsletter please contact: lisa.gazeley@hertfordshire.gov.uk.

Share your news and help all CAMHS partners understand more about what is happening in Hertfordshire's CAMHS services.

Click on the links below to take you to the information in this e-bulletin:

[Hertfordshire Partnership University NHS Foundation Trust \(HPFT\) has been awarded Mental Health Trust of the Year Award at the 40th HSJ Awards](#)



CAMHS System news

[Time to reflect on the outstanding response of CAMHS staff, to COVID-19](#)
[What is the CAMHS Redesign?](#)

[Please share our Herts parent/carer survey below via your communications channels](#)

Thriving

[Just Talk – Hertfordshire’s multi-agency mental health campaign](#)
[Top tips from Hertfordshire Community Trust for children and families](#)

Getting Advice

[HCT launches ChatHealth to help children age 0-5](#)
[HCT’s ChatHealth texting advice service for 11-19s](#)
[Herts Mind Network – Young People’s Helpline](#)

Getting Help

[Hertfordshire Community Trust plans for helping patients with a learning disability](#)
[How Kooth adapts for children and young people with accessibility needs and additional support](#)

Getting More Help

[Praise and success from NHS England, for high quality Key Workers funding bid](#)

Getting Risk Support

[Mental Health support at any time of the day or night](#)

Hertfordshire Partnership University NHS Foundation Trust (HPFT) has been awarded Mental Health Trust of the Year Award at the 40th HSJ Awards



Following an extensive judging process, undertaken by a wide range of well-respected figures from across the UK healthcare community, HPFT has been awarded this prestigious award in recognition of their outstanding contribution to healthcare over the past 12 months – a year which has undoubtedly been one of the most demanding on record for the NHS.

The judges said of the Trust: They were “blown away” by their entry. They recognised that HPFT always have service users at the heart of everything that they do, and they commented on the Trust’s continuous innovation and partnership working to improve care and outcomes, even throughout the pandemic. They were also highly impressed with the Trusts culture of keeping everyone safe from harm and saw that it was at the core of the organisation.

The Trust, who provide health and social care for over 400,000 people with mental ill health, physical ill health and learning disabilities across Hertfordshire, Buckinghamshire, Norfolk and North Essex, employs nearly 4,000 staff who deliver these services within the community as well inpatient settings. [Read the full story...](#)

[Back to top](#)



CAMHS System News

Time to reflect on the outstanding response of CAMHS staff, to COVID-19

All of Hertfordshire's providers of CAMHS services have a lot to be proud of, as they look back on how they have responded so positively to all the challenges of the pandemic over the last 12 months.

Everyone working in the CAMHS system has worked to be as responsive as possible and adapted their ways of working, to ensure that all young people's services remained open throughout, providing mental health advice and support 24/7 for the county's children and young people.

Talking shows strength



#JUSTTALK

Encouraging people to talk about their mental health and ask for help when they need it, continues to be a huge focus in CAMHS. Hertfordshire's multi-agency [Just Talk campaign](#) launched its social media channels last November, to support continued efforts to remove mental health stigmas. Just Talk Week took place entirely online, providing posters, toolkits, lesson plans, a promotional short film, self-help checklists for improving wellbeing at home, [Five Ways to Wellbeing e-learning modules](#) for primary and secondary school aged children and an improved website which received 5000 hits over two weeks! [Find out more about the Just Talk campaign below.](#)

Callers to [Herts Mind Network's young people's helpline](#) and usage of [Kooth's online counselling services](#) have both increased throughout the pandemic and particularly during periods of national lockdown restrictions. During July – September 2020 Kooth users engaged in over 350 chat sessions and exchanged over 6,800 messages with Kooth counsellors. The most prevalent presenting issues in 2020 were anxiety and stress, family relationships and self harm.

Counselling Services offered by CAMHS Partners in the voluntary, community and social enterprise (VCSE) sector, as well as the School Nursing and Education Psychology Services have continued to operate throughout the county. They have responded to increased numbers of referrals and provided online/telephone sessions and/or face to face in other COVID-secure settings when more appropriate for the young person. The county's new Mental Health Support Teams (MHSTs) which support some Hertfordshire schools have adapted their services, providing training, workshops and appointments online and also on school premises, when possible.

Adapting CAMHS services for children and young people

As well as providing [School Nursing](#) and [Health Visiting](#) services across the county, Hertfordshire Community Trust (HCT) provides mental health services for 0-19 year olds with mild to moderate mental health needs. Many of their staff outside of STEP2 service (providers of brief, goal focused interventions for 0-19 year olds who have mild- moderate mental health difficulties which are causing distress and impacting their every-day life) and PALMS (Positive behaviour, Autism, Learning Disability and Mental health Service) have been redeployed to different roles as part of the pandemic response efforts, but all their services have continued to operate.



HCT's School Nursing and Health Visiting teams have quickly produced a variety of useful online courses, including sessions for new parents and for helping parents deal more effectively with their children's behavioural issues. They have also introduced family forums and online assessments and appointments.

A [ChatHealth texting advice service](#) for parents of 0-5 year olds has also been introduced: <https://youtu.be/UKU6aDP1PAg>

Hertfordshire Partnership University NHS Foundation Trust (HPFT), provides specialist CAMHS services for the county's most vulnerable children and young people, including inpatient, specialist and community services, as well as some of the new mental health support teams working in schools. HPFT introduced a freephone 24/7 helpline and crisis support service in the early stages of the pandemic and followed this up with a [live web-chat service](#), for people who prefer talking online. They introduced online and over the phone appointments where appropriate, but also continued providing face to face assessments and appointments. The C-CATT team adapted a COVID-19 secure minibus for young people in crisis, enabling them to respond quickly and also provide a safe space away from A&E, to help reduce the risk of infection for staff and service users.

HPFT is also expanding capacity in its eating disorders service in response to a considerable increase in referrals of young people to the service in recent months.

HPFT's Executive Director of Service Delivery and Service User Experience Sandra Brookes said: "Demand for our services continues to grow in terms of both the numbers of young people and the complexity of their needs. They often need a multi-agency approach, as well as ongoing care and support from a number of different services, including for their mental health.

"Our amazing staff continue responding every day, with professionalism and kindness to our service users, families/carers and colleagues. Many of the innovative ideas for new ways of working suggested by staff and others in response to the

pandemic will continue. This will ensure we keep providing high quality services for our young people and improving their experiences as we move forward.”

Hertfordshire County Council’s Director of Children’s Services Jenny Coles said: “It’s so important for CAMHS staff to look back on what they have achieved over the last year, which has presented so many different challenges. I’m proud of how we have all pulled together and kept going, continuing to make such a huge difference to young people’s lives.”

Hertfordshire County Council’s Director of Public Health Jim McManus said: “The last year has clearly shown what we can achieve by working together in partnership for the benefit of those who need our help. I look forward to building on this great work, as we move forward with the CAMHS Redesign.”

What is the CAMHS Redesign?

Exciting plans are underway to redesign our existing CAMHS system and create a more equitable and accessible, needs-led system driven by the principles of the [THRIVE](#) framework. Regular updates on progress will follow in these newsletters. For a brief introduction about the aims of the Redesign, watch this [short animation](#) and download this [THRIVE framework guide](#).

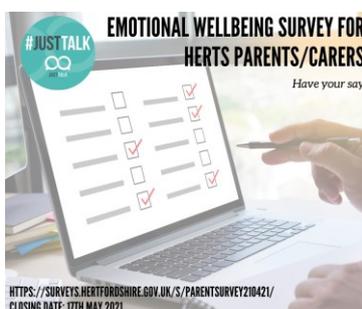
If you would like to find out more about the Redesign work and/or get involved, you can contact the Programme Manager, Joella Scott at:

joella.scott@hertfordshire.gov.uk.

Please share our Herts parent/carer survey below via your communications channels

Partners from across the Hertfordshire mental health system (led by the Public Health team at Hertfordshire County Council) have worked together to develop a short survey for ALL parents/carers of children and young people living or educated in Hertfordshire. The survey is completely anonymous unless parents/carers choose to leave an email address at the end. It should take around 10 minutes to complete.

Please share the Just Talk campaign posts **via FB** [here](#) and **via twitter** [here](#) or post the following message via your social media and other channels:



Herts #CAMHS partners would like Herts parents/carers to complete a survey to help ensure we are putting in place the most useful information, support & services for children, young people and their families-takes 10 mins/closing date 17 May. Pls RT:
<https://surveys.hertfordshire.gov.uk/s/parentsurvey210421/>

Thanks so much for your help and input.

[Back to top](#)



Those whose current need is support in maintaining mental wellbeing through effective prevention and promotion strategies.

Just Talk – Hertfordshire’s multi-agency mental health campaign

Steered by young people, coordinated by Hertfordshire County Council’s Public Health team, and involving 35 partners from across our Hertfordshire mental health system, Just Talk encourages young people to widen their toolkit of coping strategies and normalises activities which will protect their mental health, including reaching out to someone for support if they are struggling. The Just Talk website provides a wide range of free resources for children, young people, their parents, schools and professionals, as well as details of who to contact, for advice and help.

Just Talk encourages children and young people to look after their mental health in the same way as their physical health, by promoting important campaign messages, including: “**Talking shows strength**” and “**It’s OK to not be OK.**” To find out more, visit: www.justtalkherts.org and/or follow the campaign on social media, for useful tips and updates on young people’s health and wellbeing in Hertfordshire:

Facebook: [JustTalkHerts](https://www.facebook.com/JustTalkHerts) Instagram: [@JustTalkHerts](https://www.instagram.com/JustTalkHerts) Twitter: [@JustTalkHerts](https://twitter.com/JustTalkHerts)

Top tips from Hertfordshire Community Trust for children and families

Take a look at this [useful advice and signposting from HCT](#) which includes sections on emotional health, parenting support, antenatal and postnatal interactive courses and lots more.

[Back to top](#)



Those who need advice and signposting.

HCT launches ChatHealth to help children age 0-5

From January 2021, a ChatHealth service has been launched to help parents and carers of [children age 0-5](#).

HCT’s ChatHealth texting advice service for 11-19s

[ChatHealth](#) is a confidential **text messaging service** for young people age 11-19 in Hertfordshire, available Monday to Friday, 9am to 5pm. Young people can message

07480 635050 for advice on all kinds of health issues such as sexual health, emotional health and wellbeing, bullying, healthy eating and any general health concerns. Secondary school pupils can also follow the School Nurse Team on Instagram at **teenhealth.hct**.

Herts Mind Network – Young People’s helpline

Young people aged 10-17 and parents can discuss anxieties (including health, and school) by calling Herts Mind Network’s [Young People’s Helpline](#) on **01923 256391**. Helpline staff will listen and can provide tips to help maintain wellbeing whilst experiencing boredom and/or increased irritability; as well as promote some practical emotional wellbeing coping strategies for parents when they are worried about their child. The team can also signpost to other service providers and online resources, including the Just Talk website and [Five Ways to Wellbeing toolkits](#).

[Back to top](#)



Those who need focused goals-based input.

Hertfordshire Community Trust plans for helping patients with a learning disability

LD patients have been disproportionately, negatively impacted by COVID-19. HCT’s Clinical Lead for Learning Disability(LD), Una Monaghan reveals how as a patient cohort, they are six times more likely to die from the virus ([ref: PHE report](#)), but with extra care and reassurance, they can be encouraged to come forward to get their COVID-19 vaccination. Gavin Howcroft from St Albans, was recently helped by HCT’s caring Immunisation Team in Robertson House, Stevenage to overcome his fear of needles. See Gavin’s moving story [here](#). As a result of the special care measures HCT’s immunisation team put in place to assist people with LD, HCT was awarded a Purple Star from HCC. Read more about it [here](#).

You can also watch this [short 4-minute video](#) to find out HCT’s other plans to help this vulnerable group of patients across both Adult and Children services. This may well involve thinking out of the box, as well as employing simple techniques to lessen their anxiety and being as caring as possible. This could also include being their advocate at times, to liaise with other services helping to ensure they receive joined-up care.

How Kooth adapts for children and young people with accessibility needs and additional support

[Kooth’s](#) free personalised digital mental health care service allocates a designated Counsellor to support any of their users who identify as having additional needs, or whom they feel may benefit from additional support. This includes but is not limited

to learning difficulties, disabilities and complex needs. The tailored support they provide includes provision of a dedicated Counsellor to provide all scheduled therapeutic interventions, requesting preferences for communication, formulating a support plan which sits within the client notes and detailing any required amendments to support therapeutic interventions. The language used on Kooth's website is set to support a reading age of nine years old, and all content is moderated to ensure it is suitable for a wide range of literacy skills and reading levels. Kooth consulted with a group of young people with additional needs and disabilities which resulted in them implementing some changes to their website. They increased visual aids to support access to the different elements of the site, and they streamlined the layout and content to be more accessible. Kooth is committed to meeting the Web Content Accessibility Guidelines (WCAG) level AA with every new page and feature that they build and they're working hard to progress the rest of their website to meeting that standard. You can read a case study about how Kooth has helped a young person with autism below:

Case Study from Kooth

Background

Jamie* is a female, aged 18 with autism, who came to Kooth to talk to a trusted adult. She wished to talk about what being autistic means for her as well as fundamental human beliefs (the meaning of life, the sense of belonging to this world).

Risks and needs assessment

- Jamie was not at risk. She did not engage in any self-harm or risky behaviour, nor was she at risk from others. Jamie had a diagnosis of autism and had services around her.
- Risk was set as low, in light of this assessment and number of protective factors identified.
- Jamie found it hard to communicate face to face at times. Although she had services around her, she wanted to talk online to a trusted adult on her own terms.

Intervention

Due to Jamie's complex needs, we allocated a key worker. This ensured a deep and positive relationship was built to ensure we were able to assess and understand Jamie's needs and communication style in light of her autism diagnosis. This intervention was tailored to suit Jamie, giving her a space to offload and ask questions, which was incredibly important to her. Being able to explore and ask questions for this clarity was something she felt was lacking in her face to face sessions. Not only did she discuss pressing issues, but she began to therapeutically explore her autism diagnosis and what this meant for her.

Outcomes: Goals and other observed outcomes

- Goals set by Jamie and achieved fully:

Return for regular chats with Kooth

Be open with CAMHS

Listen to music

- YP-Core was initially set at 37 and had reduced to 28 at the end of the intervention.
- During her intervention, Jamie was empowered to communicate her needs more to CAMHS. This led to more appropriate face to face support to be set up. She completed her sessions with Kooth and is ready to move on, better equipped to communicate her needs face to face.
- Jamie says: ‘*I'm glad I could talk to you*’

Conclusion

Kooth was able to provide a tailored service to Jamie, whose autism diagnosis was no barrier to full support. The easy access nature of the service allows young women like Jamie to be able to log on and receive support without a referral or waiting lists. Our intervention empowered Jamie to build her emotional vocabulary and feel clearer about her needs, in order to secure appropriate ongoing help.

***Jamie is a pseudonym**

[Back to top](#)



Those who need more extensive and specialised goals-based help.

Praise and success from NHS England, for high quality Key Workers funding bid



L-R: Louise, Nadien, Astra and Sarah, four of the six new Keyworkers funded by the scheme

Hertfordshire's Transforming Care Partnership* (TCP) has been sharing best practice with others, after receiving praise for the quality of its successful bid for £610,000 to run a pilot key worker scheme. The money is being used to fund six key worker posts, over the next 18 months. They will provide additional support to some of the county's most vulnerable children with a learning disability, autism or both and their families. Using the Comprehensive Model of Personalised Care, the ultimate aims of key workers will be to eliminate all unnecessary and avoidable inpatient admissions, re-admissions and gaps in the system that lead to A&E visits.



New keyworker Esperanza (*pictured left*) said: “This is an amazing opportunity to support children, young people and their families. I hope with time, to prevent initial or further admission to hospital and help them get the life they deserve to have.”



Magda (*pictured left*) said: “I’m very excited to start working as a Consultant Keyworker in Hertfordshire. I am hoping this will be a benefit for children and young people who are at risk of hospital admission and for their families. I am also looking forward to working alongside social care and health colleagues to achieve good outcomes for these children and young people.’

Feedback from the NHSE National Assurance panel for the CYP Key working pilots said: “Hertfordshire’s Expression of Interest (EOI) was really strong because it clearly articulated how the service aims to meet the required outputs and outcomes.” Hertfordshire County Council’s Transforming Care Team will manage the scheme, with key workers carrying out a pivotal role in navigating families through the health and social care system and advocating for more personalised care and treatment plans for their young people.

James who is an Expert by Experience within the Transforming Care Team has provided some feedback in support of the Keyworker scheme and said: “ Many of my autistic friends who have been under social care say they find it hard to get their voice heard by some professionals, and information does not always get passed on as it should. Changes get made suddenly, without warning, causing problems and leaving people feeling they cannot trust the system, as they don’t know who to talk to. A keyworker could ensure information is passed between parties and be someone that a young person and their family could talk to with confidence about their situation.”



Vicki Jeffery, Team Manager for Children & Young People in Transforming Care (*pictured left*) was delighted to receive a council Star Award for her work on the EOI which she co-authored with Deborah Sheppard from the Integrated Health and Care Commissioning Team (IHCCT)

Vicki said: “Huge efforts from the Hertfordshire Collaborative went into completion of the EOI including: HCT PALMS, HPFT CAMHS, Hertfordshire Parent Carer

Involvement (HPCI), Young Commissioners, Angels support group, All Age Autism Board, Carers in Herts, Transforming Care Boards (CYP & All Age) SEN, Human Resources, NHS England (NHSE), Herts and West Essex ICS and the Clinical commissioning Groups (CCGs).

“It was wonderful to receive such positive feedback from NHSE, who asked for clarification on a couple of points, but didn’t request any adjustments to our proposals! NHSE asked us if they could share our EOI amongst the other areas to help other organisations with their applications, using our bid as an example of Best Practice.

“This exciting pilot is now moving forward at pace and I’m looking forward to seeing how the support from our new key workers, begins benefiting the children and their families who have been allocated to take part in the scheme and improving outcomes.”

Andy Lawrence, Head of 0-25 Together Services commented: “It is wonderful to see Hertfordshire’s collective effort to improve outcomes for our Transforming Care Young People. The team are going from strength to strength, and outcomes being achieved are really making a difference.”

You can find more information about the Transforming Care Programme on HCC’s website here: <https://www.hertfordshire.gov.uk/services/Adult-social-services/Disability/Learning-disabilities/Transforming-Care/Transforming-care.aspx>

[Back to top](#)


Getting Risk Support

Those who have not benefitted from or are unable to use help, but are of such a risk that they are still in contact with services.



Hertfordshire Partnership University
NHS Foundation Trust

Mental health support at any time of the day or night

Freephone: **0800 6444 101**

We are available 24/7 for Herts residents who:

- are experiencing a mental health crisis
- need some mental health support
- just want to talk

Email: hpft.spa@nhs.net (for non-urgent queries)



You can also
Live Chat at:
www.hpft.nhs.uk
7am-7pm
Mon-Fri

In the case of **serious illness or injury**, dial **999** for emergency services.

Childline: Under 19s can confidentially call, email or chat online about any problem big or small **Freephone 24h helpline: 0800 1111.**

YoungMinds Crisis Messenger provides free, 24/7 crisis support across the UK for young people experiencing a mental health crisis. **Text YM to 85258 for urgent help.** [Back to top](#)

If you have any news or information about your service/organisation, a message or other feature you would like to appear in this newsletter, or some feedback on the newsletter please contact: lisa.gazeley@hertfordshire.gov.uk .

Ask the CAMHS System

If you have a question about any CAMHS related topic, then you're probably not the only person with that question!

Please email your question to: lisa.gazeley@hertfordshire.gov.uk and we'll find out the answer and respond in these newsletters.

[Back to top](#)