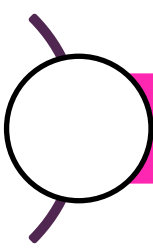


Transforming emotional wellbeing and mental health services for children and young people across Kent and Medway

Presented by Dr Ben Smith
Consultant Clinical Psychologist
Kent, Medway & Essex





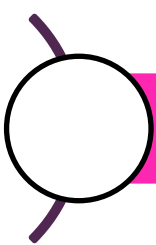
Service Model

NELFT took over the contract to provide young people's emotional wellbeing and mental health services in Kent and Medway on 1 September 2017

Services are being modernised to meet the needs of the children and young people in Kent and Medway who need support

Our vision is to ensure all children and young people, families and professionals are easily able to access the kind of support they require





Single Point of Access



Assess needs quickly



Self-referral



Immediate telephone advice & support



Signposting to other services

Single Point of Access (SPA)

Children, young people, families and professionals are able to access our service using a single contact number



Strictly confidential

Kent
8-6 Mon-Fri

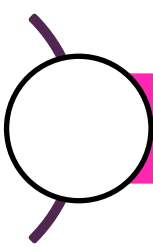
Medway
9-6 Mon-Fri

All calls outside of these hours are answered directly by our Mental Health Direct team



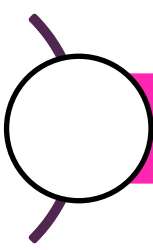
Open to anyone who has or is at risk of having mental health problems





- ❑ **Identify level of clinical risk & main presenting EWMH issue**
- ❑ **Gather information from referrer and analyse in order to make the best clinical decision**
- ❑ **Consider level of presenting symptoms – identifying possible pathways and treatments which would be appropriate (NICE)**
- ❑ **Investigate any historical clinical records or previous contacts**

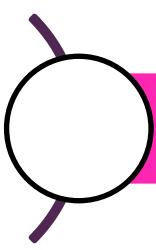




SPA Interface

- ❑ **Early Help – co-location, partnership working, joint triaging and screening**
- ❑ **SPA is the primary clinical interface for CYPMHS & YPWS**
- ❑ **Links with crisis, regular service meetings for all team leads**
- ❑ **SPA staffed by clinical decision makers**

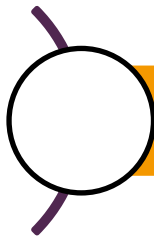




Clinical Care Pathways

- Mood & anxiety**
- Neurodevelopmental & LD**
- Complex**
- Behavioural and conduct**
- Early Help**

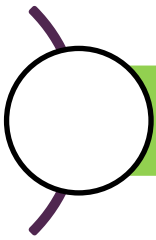




Referrals

- **Mood and anxiety**
- **Behavioural and conduct**
- **Emerging personality and attachment**
- **Psychosis and ARMS**
- **Deliberate self-harm and suicidal ideation**
- **Substance misuse and mental health needs (dual diagnosis)**
- **Neurodevelopmental**
- **Prolonged bereavement problems, trauma and loss**





Crisis Model

**Provision of 24
hour crisis
cover**



**NELFT
Mental
Health Direct
(MHD)
provides a
telephone
service after
hours**

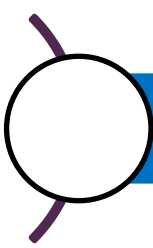


**We support
the Crisis
Care
Concordat to
deliver a safe
and effective
network of
places of
safety**

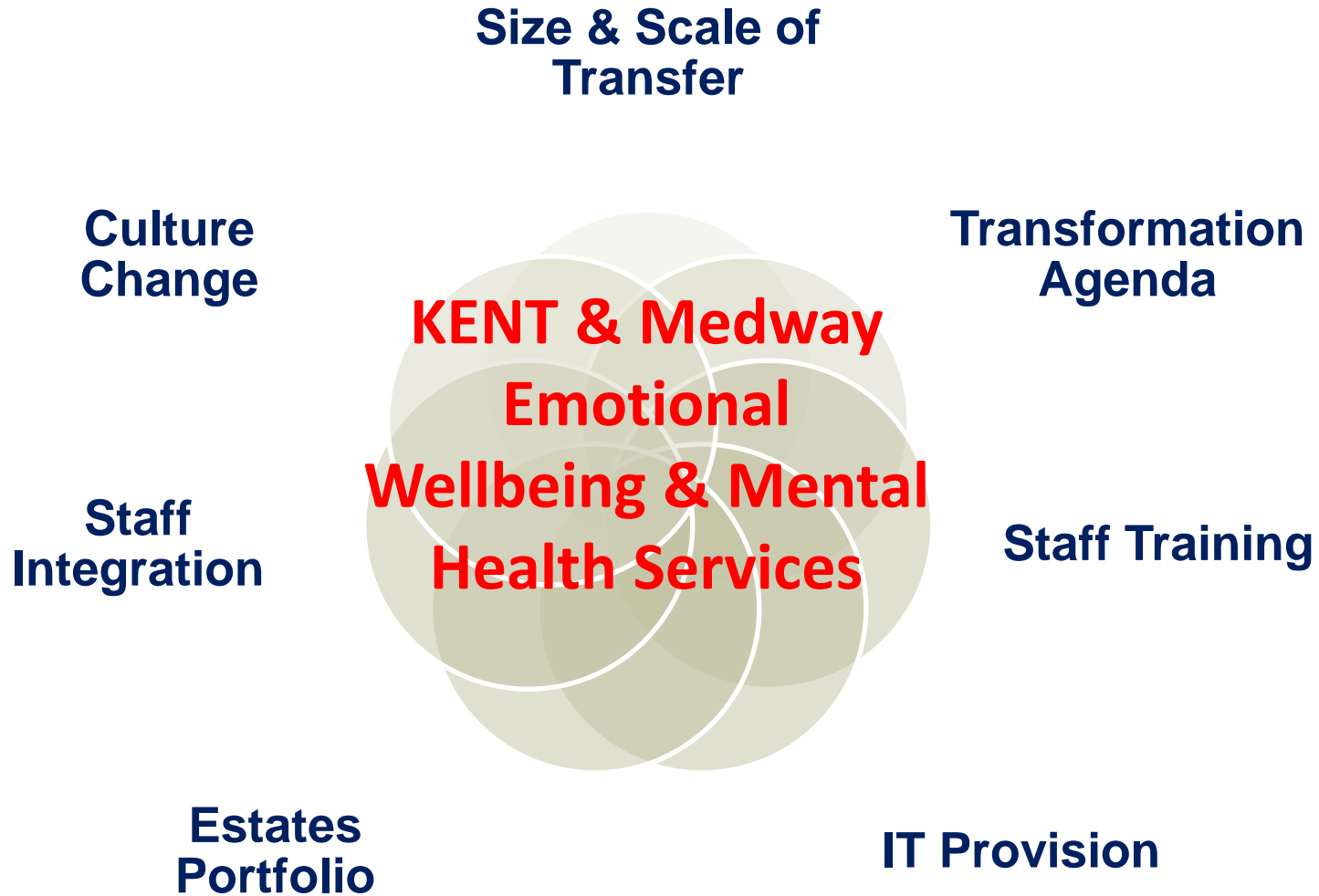


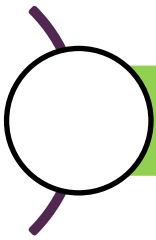
**Additional
support from
a consultant
& NELFT
manager on-
call out of
hours &
weekends**





Service Challenges





Service Transformation

**Agile working
model for Staff**

**Removal of tiers &
re-modelling of
Care Pathways**

**User engagement
for a co-designed
model**

CYP-IAPT

**Routine outcome
measurement**

**Schools
engagement &
training provision**

**Digital innovation &
development**



Nicola Vince

Assistant Psychologist



POEM BY MADDIE



The Mental Monster

By Maddie age 12



It could happen anyday
And it isn't fair in any way
If you could you'd run and run
And shoot this monster with a gun
Straight in the face
Right there, Right then
Then take deep breaths again and again
It's not that easy I'll have you know
If it were then people would just let it go
Let it fly away
High up in the clouds
Watch it disappear without a sound
But it's like glue
And it sticks to you
Even if you wiggle and wiggle
It's a permanent squiggle
It does not fade
It does not go
It stays with you until you can control
The feelings and thoughts that flow through your mind
Let them loose, leave them behind
Then you're free from the monster
It's gone for good
Now you don't have to hide
Beneath those beautiful eyes
Because you are the best you could ever be
And that's what matters to everyone and me.