



Children, Young People,
Education and Skills

CAMHS Annual Report 2023



MARCH 2024

Government of Jersey

Contents

Ministerial Foreword.....	3
Introduction.....	4
Key headlines of 2023.....	7
The vision for CAMHS	8
Our Purpose	8
Our Principles.....	8
How we work	10
2023 Goals – How did we do?	11
2023 Key Service Summaries.....	16
Duty and Assessment Service	16
Early Intervention Service	16
Neurodevelopmental Service	18
Specialist CAMHS Service.....	19
Specific support for Adopted, Children Looked After (CLA), Care Leavers, and children that are on the edge of care	20
Quality Assurance Service.....	21
2023 Key Service data.....	23
Referrals.....	23
Inpatient Data.....	25
Service Feedback.....	25
Staff feedback.....	27
NHS Benchmarking.....	28
Jersey Care Commission Report	30
Budget and Recruitment.....	31
Goals for 2024	32
Data Appendix.....	36

Minister for Children and Families' Foreword

I am pleased to present the 2023 CAMHS Annual Report. As an island community we must remain committed to ensure that Jersey's children and young people are happy, thriving and able to enjoy the best mental health and wellbeing.

I welcome the efforts of the CAMHS service, described in this report, to continue to strive for improvement. It is vital that children, young people and their families receive prompt, robust, and impactful assessment and support when experiencing mental health need.

The report describes the continued high level of referrals the service receives which remains a challenge. I am encouraged though that children and young people are increasingly confident in seeking support for mental health problems and encourage them to continue to do so. I am also encouraged by the improved recognition of features of neurodiversity from young people, educators and families. We need to ensure prompt diagnostic assessment where appropriate, and more importantly focus on promoting neurodiversity and adapting environments where the needs of all children and young people are met.

I am grateful that CAMHS has now been inspected for the first time by the Jersey Care Commission and Royal College of Psychiatrists. This independent report describes an encouraging journey of progress the service is on. It also describes a set of recommendations that officers are already addressing and implementing.

CAMHS have identified other areas of focus and development for 2024 which are listed in this report. I am pleased to see work concluding to extend the hours of the Duty and Assessment Service and to see work to introduce nature-based therapy using the valuable outdoor resources of our beautiful island. I also note the efforts to reduce waiting times and continue the positive recruitment seen over the last two years.

There is a lot of work still to do, and CAMHS remains a very busy service. This report recognises that and also describes the efforts being made to improve and develop which is impressive to see.

Connétable Richard Vibert

20th March 2024



Introduction

This is the second Annual Report by Children & Adolescent Mental Health Services (CAMHS).

There was continued focus for CAMHS in 2023 on the implementation of the [Children and Young People's Emotional Wellbeing and Mental Health Strategy](#), the redesign of CAMHS services, and recruitment of key personnel. By the end of 2023, with the additional Government Plan funding, CAMHS increased personnel to 71 staff with successful recruitment to key posts, including growing our therapeutic capacity with seven clinical psychologists now employed in the service.

In 2023, the increase in referrals post-pandemic showed no signs of slowing down. The service received a total of 1351 referrals in total in 2023, double the number of 684 referrals received just three years earlier in 2020.

Despite this increase in referrals for mental health assessments, the waiting times for initial assessments for non-urgent referrals continues to be within the 36-day target: with initial assessments completed in 2023 being completed on average in 30 days of the referral being received.

Requests for neurodevelopmental assessments increased significantly. In 2023, there were 489 referrals for Attention Deficit Hyperactivity Disorder (ADHD) assessments, compared to 51 in 2020 and 310 autism assessment referrals, compared to 80 in 2020. Due to the significant increase in neurodevelopmental referrals, assessments were completed on average within nine months, not as quick as we would like, but significantly better than the majority of UK local authorities who all saw similar large increases in referrals.

In 2023, Health and Wellbeing featured the following key services:

- Duty and Assessment Service
- Early Intervention Service
- Neurodevelopmental Service
- Specialist CAMHS
- CAMHS Children Looked After
- Quality and Assurance Service

In 2023 CAMHS added to the list of services (under Health and Wellbeing) by launching the new Neurodevelopmental Service. This new service delivered a record number of 426 diagnostic assessments of Autism and ADHD in 2023. The service also introduced the assessment of Fetal Alcohol Spectrum Disorder (FASD), with the appointment of a new community paediatrician. The support offered from the Neurodevelopmental service's multi-professional team now includes welcome sessions for families / young people newly referred, the introduction of sibling groups, and a greater emphasis on partnership working across the department, particularly with colleagues from Education. The aim of the sibling groups is to teach siblings about neurodiversity and how they can support their neurodiverse sibling within the

home. There is also a focus on their own wellbeing and to meet other children and young people who share similar experiences.

A significant amount of work took place in 2023 to continue to improve data, performance, and feedback reporting, ensuring these are now embedded into practice. The Service worked closely with the Child Outcomes Research Consortium (CORC) in implementation of CORC performance and feedback measures to assess service impact. This report will contain these initial results for the first time.

In September 2022, the Comptroller and Auditor General (C&AG) produced a report following a review of CAMHS Services. Of the 32 recommendations, 12 were implemented in 2022, and a further 18 in 2023. The two remaining are the launch of the Clinique Pinel building to replace Orchard House, and updates to the Memorandum of Understanding (MOU) between Health & Community Services (HCS) and CYPES, with both recommendations approaching conclusion in early 2024.

In November 2023, CAMHS received the NHS benchmarking report which compared Jersey CAMHS data and performance against 126 other UK CAMHS services. Results will be presented in this report. Highlights include the fact that Jersey CAMHS receive similar number of referrals (per population) as other UK services, though accepting much higher rates, with a higher case load. Most pleasingly, this report showed that Jersey CAMHS are in the top 20% of the quickest responding services for first appointments.

In December 2023, we received the draft report following the first inspection of CAMHS services by the Jersey Care Commission in conjunction with the Royal College of Psychiatrists (RCPsych). This was a very positive first report for CAMHS and was published in February 2024. The relationship this has established with the RCPsych have been additionally beneficial with CAMHS staff joining the RCPsych inspection team to review other UK CAMHS services, attending the annual Quality and Assurance Conference, and the opportunity to meet with other 'gold standard' services to share and develop practice.

The service has also continued to work in partnership with young people's groups like Youthful Minds and the Jersey Youth Parliament to develop the service. Young people are now present in all interviews for key staff (photo below shows Becca from Youthful Minds who joined Darren Bowring and Richard Dyer for interviews for the Duty and Assessment Manager Post). Similarly, parents and carer groups have also worked with us to shape our service.



I thank everyone involved for their efforts to support continued improvements to the service. Developing and improving CAMHS will continue to be a partnership with young people, families and the community to ensure we provide the best possible support to islanders in Jersey.

Darren Bowring, Associate Director Mental Health and Wellbeing (CYPES)

Key headlines of 2023

1351 total referrals to CAMHS

489 referrals for ADHD Assessments

310 referrals for Autism Assessments

30 days for an initial assessment to be completed after referral

New assessments for FASD

Team expanded to include 71 staff members

Service inspected by RCPsych/JCC for the first time

New CORC performance and feedback measures introduced

The vision for CAMHS

Our Purpose

The aim of CAMHS is to provide timely, high-quality assessment and treatment of neurodevelopmental and / or mental health difficulties in children and young people, as well as additional support and advice for their families.

The service aims to provide a comprehensive assessment, treatment, and therapeutic service for a range of neurodevelopmental and mental health conditions.

It also offers a range of proactive consultation, liaison, and teaching provisions with the aim of promoting positive mental wellbeing for children and young people and their families in Jersey.

Our Principles

CAMHS is a key contributor to the [Children and Young People's Emotional Wellbeing and Mental Health Strategy 2022-2025](#). The aim of the strategy is to ensure that all Jersey's children and young people are happy, thriving and able to enjoy the best mental health and wellbeing. The strategy has four priorities:

1. Everybody promotes good wellbeing, mental health and resilience.
2. It's easy for children and young people to find out who can help and what support is available.
3. Children and young people get the right help and support, at the right time and in the right place.
4. We listen to children and young people about what helps, and this helps us improve the quality of our services.

The strategy – and the work of CAMHS, is based around the Thrive model - a whole system mental health framework which identifies the sort of support children and young people may need.



How we work

- CAMHS work with, and alongside, children, young people, and their families.
- We work to a systemic family-based model: we know that mental health problems impact on the whole family, so the whole family will be considered in the support offered, and the treatment plan.
- Children Looked After, with a mental health difficulty, will be prioritised for CAMHS with a dedicated Service Manager responsible for this area.
- We aim to promote neurodiversity by advising on environments and support that allows all children and young people to thrive.
- We are guided by the [Children and Young People's Emotional Wellbeing and Mental Health strategy 2022-2025](#), which was produced in partnership with several agencies, stakeholders, children, young people and their families.
- We aim to set goals and objectives together with the child/ young person and their family at the initial meeting and review against these in our journey together.
- We are a person-led service.
- We encourage and listen to feedback from people who use our service.
- Our referral pathways, policies and procedures will always be co-produced with children/ young people, families, and partner agencies.
- We will have a young person in all staff recruitment interviews.
- We will regularly update and work collaboratively with children and young people's groups including Youthful Minds and Jersey Youth Parliament.
- We are committed to working in partnership with other agencies when there is an added benefit to the child, young person and family.
- We deliver services courteously and in a manner that is free from discrimination and prejudice.
- We will provide staff with high-quality training, supervision and support (including wellbeing support) to promote the skills of the service and its impact on service users.

2023 Goals – How did we do?

Service Area	2023 Goals	How did we do - Summary
Overall	<ul style="list-style-type: none"> • Address and implement concluding recommendations from the C&AG Review Report. • Continue to update the CYPES estate to ensure disability, accessibility and safeguarding requirements are addressed. 	<ul style="list-style-type: none"> • A further 18 CAG recommendations were implemented in 2023, with two (HCS led) remaining to be concluded early 2024. • We redesigned the CAMHS waiting area and improved the environment in consultation with Youthful Minds.
Duty and Assessment	<ul style="list-style-type: none"> • Extend Duty and Assessment hours to 8am-8pm seven days a week. • Maintain positive waiting times for initial assessments. • Conclude further recruitment. 	<ul style="list-style-type: none"> • Extension to hours has been moved to 2024 with a delay caused by a change in Service Manager to lead the staff consultation phase. • In 2023, Initial assessments were completed within the service target of 36 days for a general referral. • Duty and Assessment had a settled staff team, with additional HCA posts being introduced in 2024.
Early Intervention	<ul style="list-style-type: none"> • Consolidate and promote the Early Intervention offer. • Use school-based consultation more effectively and more widely to aim to reduce referrals to specialist CAMHS. • To promote better partnership working, including closer work 	<ul style="list-style-type: none"> • The Early Intervention Service was launched in September 2022 to support children and young people with mild to moderate mental health issues and during 2023 continued to develop the service offer in line with the Inclusion Review, Anna Freud

	<p>with school Special Educational Needs Coordinators (SENCOs), Mind Jersey and other Government colleagues.</p> <ul style="list-style-type: none"> • Develop and deliver an increased training offer for professionals, and for parents and carers. 	<p>recommendations, CYP survey results, Jersey Childrens First and Children’s Health and Wellbeing strategy requirements.</p> <ul style="list-style-type: none"> • The Early Intervention service work peripatetically across the island and have continued to build and develop positive relationships with many agencies, but particularly with colleagues in Education where much of the EI work is undertaken. • Each school was allocated a CAMHS EI mental health practitioner for consultation and 131 consultations have taken place in primary, secondary and tertiary education establishments. • As part of this offer an EI practitioner attended SENCO cluster groups, to build up relationships and support schools with presenting mental health needs. Presence at these meetings ensured schools were updated on the continuing development of the CAMHS wider service and looked to develop the EI offer to ensure it was meeting the needs of the schools as they arose. • The consultation offer is looking continue to
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		<p>develop within schools and to expand consultation to parents and GPs in 2024.</p> <ul style="list-style-type: none"> • Training courses in 2023 were delivered to 397 parents over 32 sessions, and 753 professionals, over 111 hours of training.
Specialist CAMHS	<ul style="list-style-type: none"> • Establish the Neurodevelopmental pathway and recruit a Service Manager. • Continue to focus on delivering prompt waiting times for neurodevelopmental assessments. • Recruit CAMHS-experienced therapeutic staff to reduce waiting times for therapy and allow greater choice of therapists for young people. • Introduce more support groups to develop resilience and coping skills in children and young people. 	<ul style="list-style-type: none"> • A new Neurodevelopmental Service manager started in March 2023. • Volumes of Neurodevelopmental referrals increased but a record number of assessments were delivered. • The Neurodevelopmental service recruited key staff including an Occupational Therapist, Speech and Language Therapist, Psychologist and Paediatrician. • More robust support was introduced including welcome events, drop in clinics, and sibling groups. • The number of psychologists employed by CAMHS increased to 7 at the end of 2023 increasing therapy capacity. • Compassion focused therapy groups were delivered by Psychologists / Assistant Psychologists during 2023. DBT groups continued to work effectively.

<p>CAMHS Children Looked After</p>	<ul style="list-style-type: none"> • Develop a pathway for Children Looked After (CLA) being referred to CAMHS. • Deliver mental health education and support for CYPES within residential homes. • Develop CAMHS Specialist practitioners who can provide specialist support to looked after and adopted children and their carers. • Development of a CAMHS Attachment Pathway. • Develop and deliver training programmes on attachment and other relevant mental health training for foster carers, adopters, and social workers. 	<ul style="list-style-type: none"> • Pathway for Greenfields admissions to be reviewed by CAMHS was described as 'gold standard' in JCC Social Care Inspection. • Clinical Psychologist in place within the Fostering and Adoption service. • Dedicated CAMHS service manager ensured Young People in care prioritised for input and it was delivered robustly. • Multi-agency work and support delivered. • Training / attachment offer to be concluded in 2024.
<p>Quality and Assurance</p>	<ul style="list-style-type: none"> • Implement new data and recording systems to improve measurement, monitoring, and improvement to performance standards. • Launch service user and parent/carer feedback forms. • Work to embed minimum data set, performance measures, and liaise with data officer to inform teams on performance against goals. • Prepare for inspection by the Jersey Care 	<ul style="list-style-type: none"> • Work was completed with CORC to introduce performance and feedback measures. • The Ch-ESQ was introduced to collate feedback from children, young people and parents / carers. • Data was analysed and used in service improvement work and for JCC inspection purposes. • Work was completed on the self-review document and other preparation for the inspection in October 2023.

	Commission under the new legislation (Regulation of Care (Regulated Activities) (Amendment of Law) (Jersey) Regulations 2022 and the Regulation of Care (Standards and Requirements) (Amendment) (Jersey) Regulations 2022.	
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2023 Key Service Summaries

Duty and Assessment Service

The Duty and Assessment Service provide referral triage, initial assessment, and therapeutic support when children, young people and families first access CAMHS.

Staff in this team:

- Screen calls to the Children and Families Hub and determine the appropriate service or pathway, including external support where appropriate. The team is available between 9am-5pm Monday to Friday.
- Complete initial assessments for incoming referrals and prioritise them in line with NHS guidelines.¹
- In 2023, the Duty and Assessment Service completed Initial Assessments on non-urgent referrals in an average of 30 days. This is a prompt assessment time and within our 36-day target.
- Support crisis outreach by engaging with services and psychosocial support, reviewing young people and providing support in times of crisis.
- Support children and young people who are in-patients at Robin Ward, Orchard House or off-Island, including supporting their discharge. This includes contributing to ward-based assessment on weekends and bank holidays, working in conjunction with adult and child psychiatry services.
- The service has a number of agency staff, but retention levels are high and nearly all staff were employed throughout 2023 giving consistent support for children, young people and families.

Early Intervention Service

The Early Intervention Service was launched in September 2022 to support children and young people with mild to moderate mental health issues.

The team is currently made up of a skilled mix of mental health practitioners including Nurses, Allied Health Professionals and Social Workers. Further recruitment of Family Support Workers took place in late 2023.

The Early Intervention team provides brief, targeted, evidence-based interventions. These include, but are not limited to:

- Cognitive Behavioural Therapy (CBT)
- Solution-Focused Brief Therapy (SFBT)
- Problem-solving techniques
- Family work

¹ These are known as Priority (P) levels 1 to 4. P1 is emergency (will be seen within 24 hours), P2 is Urgent (48 hours), P3 is soon (10 working days) and P4 is routine (36 days).

- Group work
- Education and Training
- Creative therapies
- Health promotion
- Early years attachment work

As well as delivering interventions, the Early Intervention Service also delivers:

- Information and advice for colleagues working with children and young people.
- Link workers, who act as named and source of advice and consultation for schools.
- Training to professionals on areas including ADHD, self-harm, sleep hygiene and anxiety.

In 2023:

Brief therapeutic 1-1 support and group work for children and young people:

The team began to structure their 1-1 therapeutic offer using a number of evidence-based therapies, whilst also delivering a variety of group-based courses in and out of schools. Delivery of courses were bespoke to need and have seen work delivered on anxiety, emotional regulation, and the river of wellbeing, amongst others. In 2023, there were 44 group sessions delivered and 541 children participated in these skills-based courses or classroom sessions. Feedback showed children found the courses interesting, useful and enjoyable.

Parenting support:

Early intervention also supported parents with courses being advertised through the Children and Families Hub. Early Intervention staff delivered The New Forest Parenting Programme for ADHD, with the first bespoke course for under 5s being offered by the service Parent Infant Psychotherapist (PIP). PIP also ran Mellow Parenting in partnership with Brighter Futures. Other courses included Strength Based Parenting, Mindfulness for Parents, Parent and Child Decider Skills (in partnership with Mind Jersey), as well as a variety of information sessions, drop ins and workshops for parents which were offered throughout the year. These were well attended with 397 parents attending 32 sessions, which were offered at schools, online and at The Bridge.

Training for professionals:

The team delivered a variety of training to professionals, which supported gaps in professional knowledge in supporting children and young people's mental health. Training was delivered on Sleep, Self-Harm, Anxiety, Anger, Eating Disorders and ADHD. There was 111 hours of training delivered to professionals with 753 members of staff attending training across the island.

Two of the bigger deliveries of training included all support staff at Le Rocquier and Haute Vallee attending half day training on ADHD, which was a great opportunity for joint working, networking and upskilling as well as JCG training the majority of their staff in disordered eating.

Multiagency training was also delivered through the Safeguarding Partnership Board on primary and adolescent mental health.

Working in Partnership:

The Early Intervention service has inputted to a number of multi-agency initiatives. These include the Inclusion Review Delivery Board and Inclusion Charter Development Group; the NEET Provision Project; the SEMH Inclusion Matrix Development; and Criminal Justice CYP policy development. The Early Intervention team also worked towards directly supporting some of the Anna Freud recommendations within education.

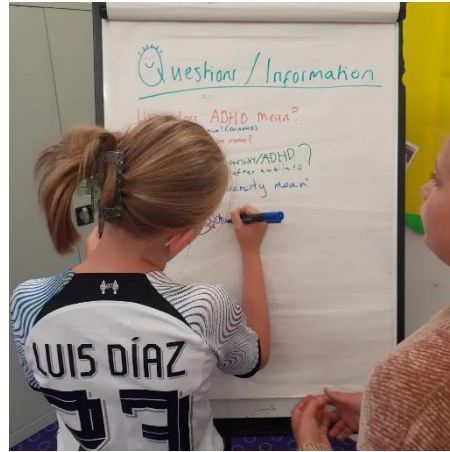
From November 2023 the development of a new Family Support Worker service began with a soft launch and pilot beginning in January 2024. The Family Support worker offer for Early Intervention has a focus of promoting better mental health for all children and families and will introduce nature based therapeutic initiatives amongst others.

Neurodevelopmental Service

The Neurodevelopmental service is a multi-disciplinary service that provides neurodevelopmental diagnostic assessments, and robust support and treatment for children, young people and families. The service works closely with partner agencies, in particular education, and aims to promote and advocate for improved understanding and improved environmental adjustments to support neurodiversity.

- In 2023, the service completed 426 diagnostic assessments – 202 autism assessments and 224 ADHD assessments. Diagnostic assessments were completed on average within 38 weeks of referral.
- In 2023, the service recruited a Service Manager, a Speech and Language Therapist, an Occupational Therapist, a Psychologist, and a Community Paediatrician.
- In addition, the service recruited a Locum Psychiatrist to focus solely on ADHD diagnostic assessments from October 2023 to March 2024.
- The Fetal Alcohol Spectrum Disorder clinic was launched with FASD diagnosis for children being provided for the first time on island.
- Dual ADHD / Autism assessments were offered for the first time.
- The service expanded its support offer for children, young people and families including a monthly welcome event for new referrals; weekly parent / carer drop-in sessions at The Yes Project with key ND service staff; additional workshops, training and presentations on key topics.

- Sessions for school Special Educational Needs Co-ordinators (SENCOs) were introduced with regular meetings with Inclusion staff.
- A four-week neurodevelopmental siblings' course was introduced and delivered (photos below of some of the children attending the course).



Specialist CAMHS Service

The CAMHS Specialist Service work with children and young people with moderate to severe mental health presentations which include:

- Depressive, anxiety and psychotic disorders.
- Eating disorders.
- Obsessive Compulsive Disorder.
- Somatic syndromes.
- Complex attachment disorders.
- Neurodevelopmental disorders, including developmental disorders.

The team includes assistant and clinical psychologists, nurses, allied health professionals and social workers, nurse prescribers, child psychiatrists, and a dietician. The team use a range of different evidence-based interventions and treatment options which offer choice to young people. These include, but is not exclusive to:

- Brief solution-focused therapy.
- Cognitive Behavioural Therapy (CBT).
- Creative therapies, including Art Therapy.
- Dialectical Behaviour Therapy (DBT).
- Eye Movement Desensitisation and Reprocessing (EMDR).
- Evidence-based group interventions, including working with partner agencies.
- Family Therapy.
- Psychiatric intervention.
- Psychodynamic psychotherapy.

- Parent-Infant Psychotherapy.

As well as treatment options, the team provides:

- Medication provision and administration, using shared care arrangements where possible.
- Advice, education and skills programmes for parents/carers, schools and professionals.
- Support for transition between CAMHS and Adult Mental Health Services (AMHS), including developing a care plan in partnership with the child, family and other support services.
- A neuropsychiatry service for children and young people with severe and complex neurodevelopmental disorders associated with co-morbid mental health concerns, or who present significant and pervasive behavioural difficulties.

In 2023 Specialist CAMHS:

- Recruited CAMHS-experienced therapeutic staff to reduce waiting times for therapy and allow greater choice of therapists for young people. At the end of 2023 CAMHS employed 7 psychologists and 3 Assistant Psychologists.
- Specialist CAMHS introduced more groups to develop resilience and coping skills in children and young people. Young people at secondary age currently have access to two different styles of groups to support them in developing their emotional regulation skills – the DBT group and compassionate mind group.
- The process for transitions continues to work well with monthly meetings held between CAMHS and Adult Mental Health Services. All young people open to CAMHS aged 17.5 years are discussed at these meetings and work is done with them to agree transition plans.
- Within 2023, we focussed on increasing the availability and range of compassion-based interventions within CAMHS.

Specific support for Adopted, Children Looked After (CLA), Care Leavers, and children that are on the edge of care

In November 2022, the CAMHS Children Looked After Service was launched to prioritise some of the island's most vulnerable children for specialist support within CAMHS. In 2023 the service offered:

- Prioritised assessments of children looked after with a Service Manager overseeing all support.

- Specific treatment options to meet the needs of these children and young people, including a Clinical Psychologist within the Fostering and Adoption service.
- Information, advice and support to the Children's Social Care workforce to promote good mental health in the young people they support.
- Increased support for care leavers who are transitioning to Adult Mental Health Services.
- Support for Residential Childcare Officers (RCCO), including supervision for high-risk children and young people.
- Improved multi-agency working with our colleagues in Children's Social Care Service.
- Prioritised access to specialist therapy interventions for children looked after.
- The CAMHS Greenfield offer was identified as "outstanding" during the JCC inspection of Social Care in 2023.

Quality Assurance Service

The Quality Assurance (QA) Service develops, collects, manages and analyses performance and feedback data about the service children, young people and families receive.

The Quality Assurance Service is made up of two full time posts, filled by three staff members: two part-time QA managers and a newly appointed Business Support Lead (starting in 2024). The team's main tasks include:

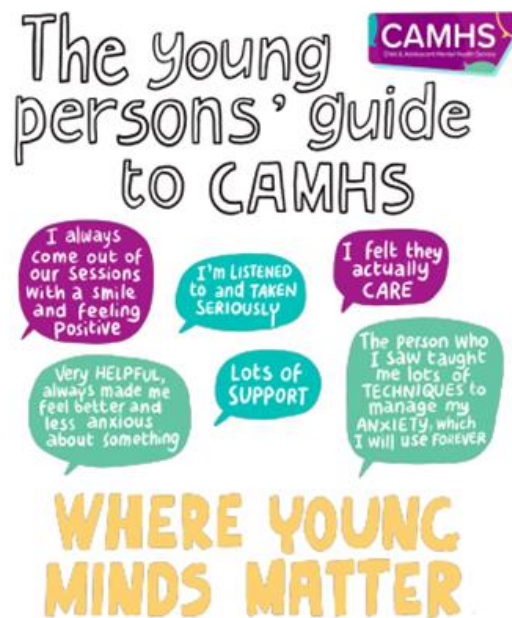
- Working with regulatory bodies, e.g. the Jersey Care Commission, to support inspections and review processes. To also coordinate and implement relevant recommendations.
- Measuring the performance of teams across Key Performance Indicators (KPIs) and objectives.
- Collating standardised information from and about service users to evaluate the success of the interventions delivered by CAMHS.
- Providing staff training on relevant data collection systems and methods.
- Ensuring staff receive appropriate levels of clinical and management supervision and training.
- Ensuring staff complete mandatory and agreed training.
- Overseeing and completing various types of regular reporting and auditing.
- Developing and managing systems for collecting feedback from parents, carers, children and young people.
- Implements and supports the Government of Jersey feedback procedure.

In 2023 the Quality and Assurance Team:

- Introduced new branding for CAMHS featured in reception / waiting room.



- Worked with Child Outcomes Research Consortium (CORC) to introduce new service performance and feedback measures. This included the Experience of Service Questionnaire which was completed by 181 children, young people and families in 2023.
- Developed a Standard Operating Procedure in an accessible form with children and young people.
- Introduced a Young Persons Guide to CAMHS.



Key Service Data for 2023

Referrals



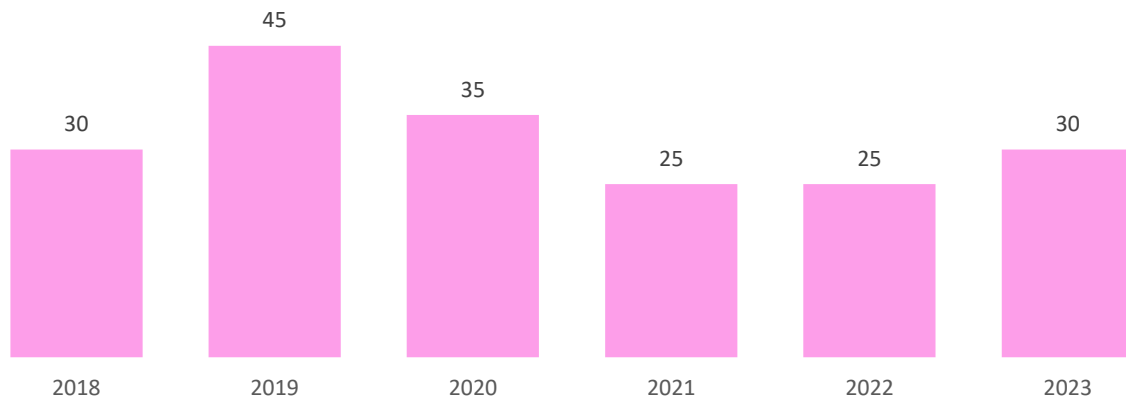
In total, CAMHS received 1351 referrals in 2023, with 1110 new referrals. In 2023, there were 241 referrals received for clients that were already open to CAMHS. This may have been the result of presentations at hospital, or requests for additional assessments, such as neurodevelopmental.

The neurodevelopmental service received 799 referrals: 489 referrals for ADHD assessments and 310 for Autism assessments. These figures have increased significantly from 2020, when CAMHS received 51 referrals for ADHD assessments, and 80 referrals for autism assessments.

CAMHS has an acceptance rate of referrals of 90.5% compared to an average 78.3% in the UK, according to the most recent NHS benchmarking data.

Jerseys re-referral rate was 15% in 2023. This is the percentage of referrals that were accepted into CAMHS in 2023 within 12 months of being discharged from the service (excluding those discharged from Early Interventions). In 2023 there were changes in the way referrals were recorded and classified which makes comparisons with previous years difficult. Our 2023 figure is in line with the 2023 NHS Benchmarking figure of 13%. In 2024 work is being undertaken to make sure our figures are directly comparable to the NHS Benchmarking figure as well as developing an understanding of any patterns/ reasons around re-referrals.

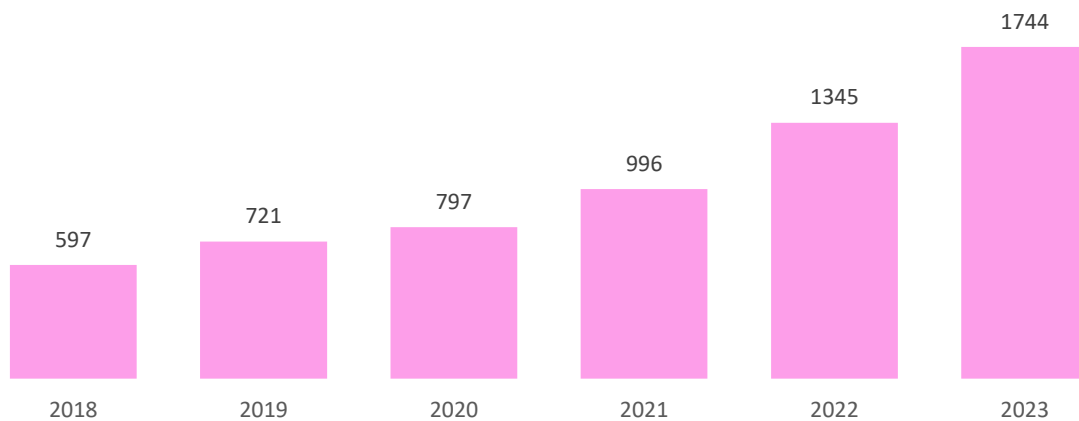
Average waiting time from referral (routine only) to assessment (days)



The CAMHS target for the completion of routine referrals is 36 days from the date the referral was received. Despite the significant volume of referrals, initial assessments of routine referrals were completed on average in 2023 in 30 days.

Despite the significant increase in neurodevelopmental referrals, assessments were completed on average within nine months.

Number of young people open to CAMHS (end of year)



In line with the increase in referrals, and the expansion of the team, the caseload figures increased between 2022 and 2023. Of this, a significant number of children and young people are open to the service because the service is dispensing ADHD medication and/or treatment.

Inpatient Data

In 2023 the Electronic Patient Record System for recording inpatient activity changed from TrakCare to Maxims. The way in which CAMHS patients who have an inpatient episode is recorded changed, and HCS have been unable to provide annual data relating to CAMHS inpatients in the General Hospital for 2023.

Due to the small numbers, we are not reporting number of admissions of young people to Orchard House; but admissions were at their lowest of the last four years of records.

Service Feedback

1. Customer Feedback Management System (CFMS):

The Government of Jersey allows Islanders to provide a complaint, compliment, suggestion or comment.

Given the relatively small numbers of complaints and compliments received, a full breakdown of the data will not be published here. Instead, below is a summary of the headline figures:

- CAMHS received 12 complaints and 54 compliments during 2023 (2022: 19 complaints and 43 compliments – representing in 2023 a 37% reduction in the number of complaints, and a 26% increase in the number of compliments).
- Email was the most popular channel for both complaints and compliments. 8 complaints and 28 compliments were received via email. In person was the next most popular with method, with 12 contacts being made.

2. Experience of service questionnaire

In 2023, CAMHS introduced the Experience of Service Questionnaire. This provided questionnaires for younger children, young people, and parent carers on their experiences in CAMHS. There were 181 responses in 2023 (70 from parents / carers and 111 from children and young people:

Key findings were:

Question	9-11 years % (Certainly or partly true)	12-18 years % (Certainly or partly true)	Parents carers % (Certainly or partly true)
CAMHS staff I saw listened to me	100%	94%	94%
Has the help from CAMHS been good	100%	94%	97%

I was treated well by CAMHS staff that saw me / my child	100%	99%	97%
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What was really good about your child's care?

I feel they are being listened to and their worries addressed in a calm supportive manner.

My child was listened too and made feel important.

Empathy, compassion and professionalism was instantly reassuring.

Everything is explained well. The need for my child to have appointments at certain times due to anxiety were listened to. I feel I can ask any questions I need.

I discovered new methods and exercises to help support my child's development in a better way.

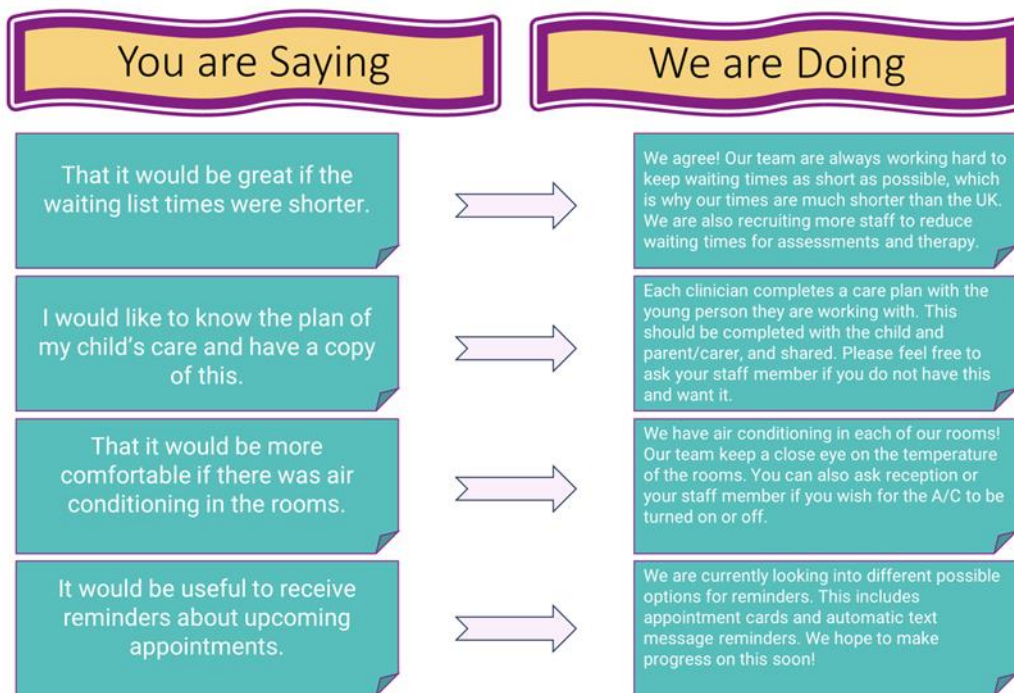
Helpful, positive and supportive help and guidance given to my child and our family.

All staff are caring and compassionate. We felt listened to and well supported.

Listening and understanding. Staff working together and agreeing a care plan.

My child felt looked after and was comfortable with the service provided. I also felt that people listened to my worries and took into consideration what I said.

Totally understood our family need, adapted the sessions to suit our needs and has supported both our child, ourselves as parents, and as a family.



Staff feedback

Whilst CAMHS put young people and families at the centre of everything we do, we also recognise the importance of our staff. We want CAMHS to be an inclusive, nurturing and supportive place to work, and in 2023 prioritised initiatives to support staff wellbeing.

We have collected feedback from staff in various ways. One way this has been done is through using an internal CAMHS staff survey (70% response rate), which has been based upon the NHS annual staff survey. We have also gained insight through a departmental survey, the Be Heard survey, which has given data for CAMHS staff in comparison to wider CYPES services. Additionally, staff completed surveys and interviews during our JCC inspection.

Feedback from the surveys and areas for improvement were shared with the entire team in a workshop. Following this event a collaborative response plan was developed; one development was the creation of a CAMHS staff wellbeing team (12 staff members) who are delivering an internal staff wellbeing strategy, across three themes:

1. Mental Health & Emotional Wellbeing (e.g. workshops, self-care strategies, education).
2. Social Wellbeing (e.g. civility saves lives, team bonding and development, social events).
3. Workplace Wellbeing (e.g. improving working environment, flexi working, supportive systems and processes).

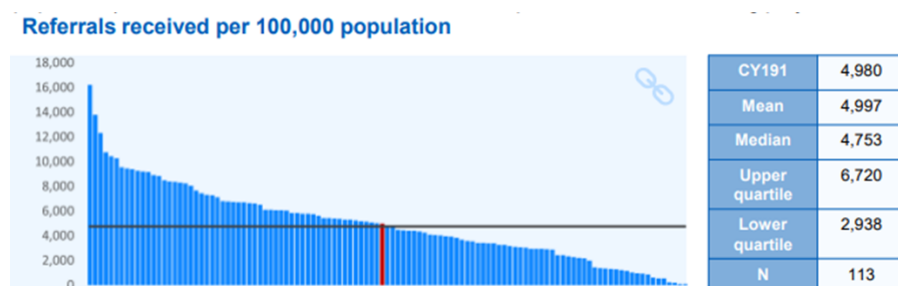
Summary of CAMHS' staff feedback – Areas for Improvement:

- Staff development – more opportunities for wider training and role progression.
- Support and wellbeing – supporting work life balance and reducing stress/sickness.
- Inner team workings – inter agency working and working relationships between teams.
- Service understanding – improving inductions and knowing the service's processes.

NHS Benchmarking Report 2023

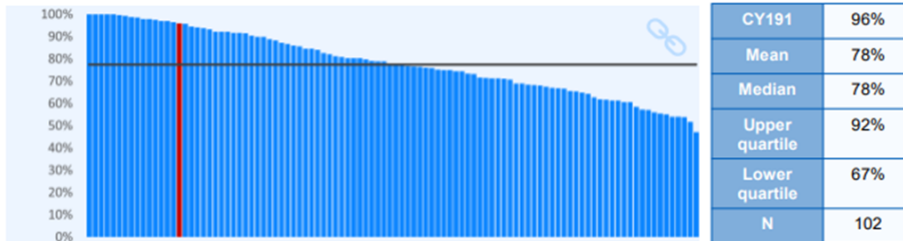
The NHS benchmarking report was published in November 2023. There were 127 submissions from 80 mental health provider organisations across the UK to the 2023 NHS Benchmarking Report (based on 2022 data). Jersey is referred to as CY191 throughout the report.

The number of referrals to CAMHS – 4980 per 100,000 people were very similar to the national average of 4997.



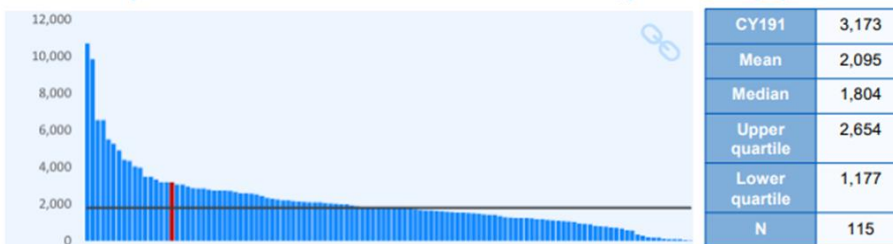
What is different is that Jersey CAMHS accept on average 96% of referrals (in 2022) compared to the average of 78% of other services. This should be seen as a positive that in Jersey nearly all children / young people referred receive support, where thresholds of access in UK services appears higher.

Referral acceptance rate



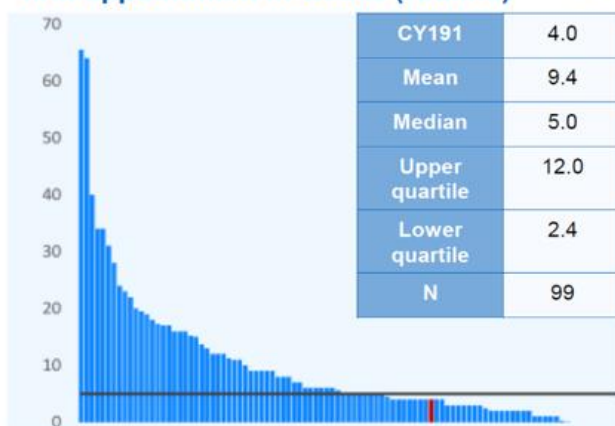
The impact of this higher acceptance rate is that Jersey CAMHS have a much higher caseload than UK services, alongside the fact young people are given a longer duration of support.

Number of patients on the caseload as of 31st March 2023, per 100,000 population

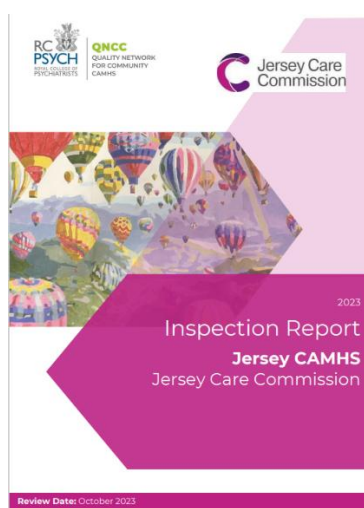


Despite this higher acceptance rate and caseload, Jersey CAMHS do extremely well in being one of the quickest services to access within the NHS benchmarking report.

Median waiting time from referral to first appointment in weeks (routine)



Jersey Care Commission / Royal College of Psychiatrists Inspection Report 2023



CAMHS was inspected by the Jersey Care Commission (JCC) / Royal College of Psychiatrists (RCPsych) in 2023, with the [inspection report](#) published in February 2024.

This was the first annual inspection of the Jersey Child and Adolescent Mental Health Service (CAMHS) carried out by the JCC following the amendment to the Regulation of Care (Jersey) Law 2014. The inspection assessed the leadership, oversight, and provision of mental health support to children and young people based on the published standards launched in January 2023. The Commission appointed the RCPsych and their Quality Network for Community CAMHS (QNCC) to support the inspection with an external review team, as they have expert knowledge and experience of working within mental health services across the UK, as well as assessing and supporting improvements in the quality of care they provide.

This was a positive first inspection report that recognised the improvements the service has made in recent years. The report highlighted reductions in waiting times as “highly commendable” (page 7); positive recruitment and investment in staff training and wellbeing; increased investment in performance and feedback systems and tools, with enhanced reporting mechanisms; parents / carers described CAMHS staff as “amazing” (page 10) and commented how much the service has improved in recent years. The JCC concluded that CAMHS met 82% of all standards (204 out of 255 standards).

There were 12 recommendations for improvements. At the time of publishing this report 8 have been completed. The other 4 will be concluded within the JCC timescales. These include updating the Memorandum of Understanding between HCS / CYPES, consideration of a process where young people can self-refer, adding more information to the welcome pack, and developing a police protocol.

Budget and Recruitment

Historically CAMHS staffing levels in Jersey have fallen below equivalent island communities and UK services. Government Plan investment in 2022 and recruitment began to address this issue. Budgets for all service increased in 2023 with an annual budget of £5,530,000.

Children’s Health and Wellbeing Budget and Expenditure	2023 Budget	2023 expenditure	2022 Expenditure
Duty and Assessment	1,405,000	1,330,779	890,673
Specialist CAMHS (including LAC)	2,581,000	2,774,009	1,966,471
Early intervention	753,000	633,135	394,244
Quality Assurance	372,000	312,891	212,649
Neurodevelopment	419,000	153,988	0
Total	5,530,000	5,204,802	3,464,037

Goals for 2024

Service Area	Goals
Overall Service	<ul style="list-style-type: none"> • Work with colleagues in HCS to conclude the final two recommendations from the 2022 C&AG Review Report. • Implement the recommendations from the JCC / RCPsych Inspection. • Identify and plan where CAMHS will be located once the lease for Liberte House ends in September 2026. • Continue to work collaboratively with children / young people's groups (Youthful Minds / Youth Parliament), parent groups, and colleagues in other services such as health, education and social care. • Review service offers for the individual Health and Wellbeing Services, clarify thresholds and service delivery, clarify interactions between services and update the Operational Policy accordingly. • Make an application, and develop guidelines, for the shared prescribing of ADHD Medications to GPs. • Continue to update the CYPES estate to ensure disability, accessibility and safeguarding requirements are addressed. • Identify policies and protocols which need reviewing, updating or introducing from Law at Work Audit and JCC / RCPsych report. • Continue to work with Adult Mental Health on the development of a pathway and finance for a Clinical Doctorate in Psychology between Government of Jersey and University of Southampton, with the aim of a first cohort in Autumn 2025. • The results of the next Children and Young Person Survey will not be available until late 2024. This valuable data will be assessed and inform goals for 2025.
Duty and Assessment	<ul style="list-style-type: none"> • Maintain positive waiting times for initial assessments within the 36-day target. • Complete the consultation with unions and staff before moving towards a 08:00 – 20:00 duty service, 7 days per week. This will provide a CAMHS emergency response to children and family during these extended hours. • Recruit to the Health Care Assistant (HCA) posts. • Review the agency Nursing posts and recruit to substantive positions where appropriate and possible.

	<ul style="list-style-type: none"> • Pilot the new pathway for Neurodevelopmental referrals within the Children & Families Hub, aim to have a multi-agency approach at the point of referral aiming to wrap around the child and family.
Neurodevelopmental	<ul style="list-style-type: none"> • Focus on reducing current waiting times for diagnostic assessments. • Conduct a formal consultation with parents, children, and young people to identify service needs and delivery priorities. To have a vocal participation group of those with lived experience to support service development. To work with third sector partners and parents' groups to develop the service. • Create a weekly Neurodevelopmental Service Multi-Disciplinary Team referral screening processes to allocate all referrals and to ensure MDT early intervention and support is initiated in line with the Jersey Children First Framework. Within this multi-agency team create shared care plans with schools and families, and support transition plans. • Work with education and social care staff on training and coaching packages on Neurodiversity. • Introduce additional support sessions for children and young people to focus on the following topics: sleep, diet and nutrition, behaviour, and sensory needs. • Continue to develop a generic package of support, to include workshops, presentations, parent/carer support sessions etc. • Apply for funding to introduce the Do-It-Profiler screening and assessment tool. • Focus on improving ND awareness across the island and the support available. • Recruit a nurse to support those with learning disabilities (final post in service). • Move two Positive Behaviour Support Practitioners into the service.
Early Intervention	<ul style="list-style-type: none"> • Consolidate and promote the Early Intervention offer. • Use school-based consultation more effectively and more widely to aim to reduce referrals to specialist CAMHS. • Promote better partnership working, including closer work with school Special Educational Needs Coordinators (SENCOs), Mind Jersey and other Government colleagues. • Standardise a more targeted 1-1 therapeutic support offer. • Develop and deliver an increased training offer for professionals, and for parents and carers. To liaise with Early Help to agree and publicise training offers.

	<ul style="list-style-type: none"> • Increase Parent Infant Psychotherapy offer to include training and consultation. • Improve family mental health through the Family Support Worker offer. To introduce nature-based therapy through the Family support workers. • Work in partnership with Education to promote cultures of kindness and compassion, to reduce bullying and improve mental health for children, young people, families and staff. • Work to develop support for children, young people and families who may have a family member at Orchard House.
Specialist CAMHS	<ul style="list-style-type: none"> • Finalise, ratify and publish the Transition Policy between CAMHS and Adult Mental Health. • Undertake a formal consultation with partner agencies and young people / families on the Eating Disorder Service. To update documentation which will include the service pathway, approach and service offer. To develop ED awareness training for delivery to education, social care and HCS staff. • Conclude recruitment of Health Care Assistant's, Family Support Workers, and final posts e.g. Dietician. • We are currently recruiting participants again for the compassion focussed skills group. Our aim is to run at least one group per term of the school year. This year we will also be offering a workshop session to schoolteachers on the principles of compassion and the group. We will also work with partner agencies to try further increase compassion focussed interventions to young people and those working with them. • We have started to develop a compassion focussed group for parents and aim to run it in 2024. The focus of this group will be to share compassion focussed approaches, how compassion can support us in our parenting and practice skills to support parents to increase their own and their child's self-compassion. Parenting is extremely stressful and parents themselves can get caught in self-critical patterns. These patterns can further increase the levels of stress that parents are under and can increase levels of distress in their parenting. • To undertake a number of key Audits during 2024 – to include quality of case note entries (including narrative / style of entry / completion of all aspects) and medication audits.
CAMHS Children Looked After	<ul style="list-style-type: none"> • Funding in place in 2024 to recruit a psychologist and systemic family therapist for CAMHS Children in Care. • Work with the Associate Director of CSC to clarify the offer to children in care.

	<ul style="list-style-type: none"> • Development of a CAMHS Attachment Pathway. • Develop and deliver training programmes on attachment and other relevant mental health training for foster carers, adopters, and social workers. • Be a key part of the working group to design and deliver the therapeutic children's homes plan.
Quality and Assurance	<ul style="list-style-type: none"> • Continue to support the Jersey Care Commission inspection process and action the relevant recommendations following the publication of their report. • Consolidate the required regular reporting and auditing needed to improve service quality and ensure processes are being followed to monitor this. • Focus on improving staff wellbeing through a wide range of initiatives, by creating a CAMHS staff wellbeing committee. • Continue to collect service user and parent/carer feedback and action the relevant recommendations/areas for improvement, whilst also reinforcing the positive aspects of service delivery to staff. • Liaise with the data officer to inform us on the teams' performances (using key performance tools) against set goals. • The new CAMHS website to go live. • Continue engaging with CORC to embed minimum data sets and deliver relevant training to staff to support the collecting of relevant data. • Oversee staff survey results and resulting actions; staff supervision; staff mandatory and additional training; connect compliance; and managing attendance data. • Support the review and development of key service policies. • Work with H&S to ensure robust service risk assessments and protocols. • Work with the administration team to increase the speed of written communication and develop systems to mitigate potential data breaches.

Data Appendix

	2018	2019	2020	2021	2022	2023	NHS Benchmark 22/23
Referrals							
Number of referrals into service	490	612	607	737	926	1110	
Number of referrals accepted	430	519	536	660	888	1005	
Acceptance rate	88%	85%	88%	90%	96%	91%	78%
Number of referrals for ADHD Assessment			51	192	336	489	
Number of referrals for Autism assessment		60	80	140	246	310	
Caseload							
Caseload at end of period	597	721	797	996	1345	1744	
Caseload -generic	445	566	464		603	372	
Caseload- ADHD	170	285	359		791	1134	
Activity							
Number of ADHD Assessments				134	168	224	
Number ASD Assessments		34	59	112	170	202	
Waiting time for routine referrals to assessment (weeks)	4	6	5	4	4	4	11
Waiting time for Neuro developmental referrals to assessment (weeks)				28	28	38	
Inpatient							
Discharges from Robin Ward where main speciality= CAMHS	37	32	54	68	34		
Average length of stay (including leave) of CAMHS patients discharged from Robin Ward in time period	8.3	7.9	13.2	6.4	2.5		
Total bed nights occupied by CAMHS patients on Robin Ward	307	253	809	336	85		
Admissions < 18 years to Orchard House	14	7	*	12	*	*	
ED Attendances for self-harm under 18 years old	42	33	47	66	68		
Outcomes							
Number of complaints received			0	11	19	13	
Number of compliments received			3	14	43	54	

*numbers 5 or less suppressed.