

## Sheffield Health Scrutiny Sub-Committee – 25 January 2023

### Update on the Child and Adolescent Mental Health Services (CAMHS) CQC Inspections that occurred during 2022

#### 1. Background

- 1.1 The Care Quality Commission (CQC) is the independent regulator of health and social care in England. In their role, the CQC monitor and inspect services to ensure that they provide safe, effective, and high-quality care. Based on this assessment services are rated as outstanding, good, requires improvement, or inadequate.
- 1.2 Sheffield Children's NHS Foundation Trust is currently rated Good overall and Good in four of the five CQC domains – Effective, Caring, Responsive and Well-led. It is rated Requires Improvement in the Safe domain. The CQC also provides ratings for each of the Trust's sites and services.
- 1.3 All services at the Acute (Sheffield Children's Hospital) site are rated Good overall, with End of Life rated as Outstanding. The last Acute site inspection was in 2019. Community health services for children and young people is also rated Good.
- 1.4 In 2022, the Trust's two mental health services - child and adolescent mental health wards (otherwise known as Inpatient CAMHS) and specialist community CAMHS services – were both inspected. These were previously inspected in 2019 and rated as Good and Requires Improvement respectively.
- 1.5 During the year the Trust has also been involved in a system review of CAMHS under the Mental Health Act which involved our partners Sheffield Teaching Hospitals and Sheffield Health and Social Care NHS Foundation Trusts. There was also an organisational monitoring visit of Ruby Lodge under the same legislation.
- 1.6 This report provides an update in relation to these three elements.

## 2. Inpatient and Community CAMHS Inspections

2.1 Inspections of Inpatient and Community CAMHS took place in July 2022 over several days and [the reports were published by the CQC on 18<sup>th</sup> November](#). The broad headlines are that the overall ratings of both services stayed the same, and Inpatient CAMHS saw no change in any ratings from 2019 across all domains.

2.2 Three domains within Community CAMHS saw an improvement from Requires Improvement to Good. This is reflective of the excellent improvement work undertaken by clinical, operational and corporate teams across the Trust. The chart below shows the ratings from 2019 and 2022 respectively.

	Inpatient CAMHS		Community CAMHS	
	2019	2022	2019	2022
<b>Safe</b>	Amber	Amber	Amber	Amber
<b>Effective</b>	Green	Green	Amber	Green
<b>Caring</b>	Green	Green	Amber	Green
<b>Responsive</b>	Green	Green	Amber	Amber
<b>Well Led</b>	Green	Green	Amber	Green
<b>Overall</b>	Green	Green	Amber	Amber

Key: Green = Good; Amber = Requires Improvement.

2.3 The following areas were highlighted as positive:

- Good feedback from patients and their carers. Children and young people said they felt safe and well cared for. Parents and carers said they felt involved and kept up-to-date.
- Staff were described as patient and insightful.
- The environment was well suited to the needs of young people.
- Inpatient areas were clean with good infection control.
- Risk assessments were up to date and helped manage risks for young people.
- Patients were grateful for the flexibility in appointments and the settings in which these could happen.

- The Sheffield Treatment and Recovery (STAR) team's expansion was seen as having improved access to mental health services for the wider community.
- Leaders had the right skills, knowledge and experience, a good understanding of their services and were visible and approachable.
- There was recognition that staffing levels were managed well in the context of a national mental health staffing crisis.

#### 2.4 Areas raised for improvement included:

- Increasing the availability of communal spaces like quiet rooms. While young people were able to ask to go in, they could not always access them independently.
- Some delays in rearranging cancelled appointments.
- System access for agency colleagues.
- Waits for services.
- The number of children assigned to each clinician.

#### 2.5 The Trust is taking forwards the recommendations through an action plan which is coming to the Trust's Executive Team on 19<sup>th</sup> January and will thereafter be shared with the Council and South Yorkshire Integrated Care Board. Monitoring of progress is via the Trust's Executive Team and Quality Committee, a committee of the Trust's Board of Directors. In relation to the specific issues of long waiting times and high caseloads, which are known issues and reflected on the Trust's risk register, the Trust has already taken a range of actions including:

- Rolling out a caseload weighting tool across the team, alongside new processes for managing clinical activity via the fortnightly Activity and Performance meeting.
- Adding a caseload report function to the patient IT system, SystemOne, to make completion of caseload review by clinicians/line managers more efficient and visible to the management team for greater oversight of caseloads across the service.
- Planning a 'pause week' to facilitate review of caseloads and discharge.
- Preparing a recovery paper outlining options for Referral to Treatment recovery (and management of large caseload sizes). This has been approved by the Executive Team to address waiting times.
- Outsourcing to Healios (online mental health, autism and ADHD service provider for children, young people and families) to enable additional capacity is ongoing.
- Waiting lists and times for all waits in the Trust are overseen by a Waiting List Board, chaired by the Chief Executive, which provides governance for operational performance improvement and transformation projects.

### **3. System Review under the Mental Health Act**

- 3.1 Earlier in the year, the CQC visited Sheffield Children's acute hospital site, the Northern General Hospital and The Becton Centre for Children and Young People as part of a three-day system review of CAMHS services under the Mental Health Act.
- 3.2 Sheffield Children's NHS Foundation Trust is responsible for the CAMHS provision in Sheffield and for Sheffield Children's Hospital, the Becton Centre and the Supportive Treatment and Recovery Team (STAR). Sheffield Teaching Hospitals NHS Foundation Trust (STH) is responsible for the Northern General Hospital. Sheffield Health and Social Care NHS Foundation Trust provides the Psychiatric Liaison Team into the Northern General Hospital and the Mental Health Act (MHA) administration support to both STH and SCFT.
- 3.3 The CAMHS emergency assessment pathway consists of a health-based place of safety for people under 16 years of age at the accident and emergency department of the Sheffield Children's Hospital and a health-based place of safety for people aged 16 and 17 years of age at the accident and emergency department of the Northern General Hospital. These are supported by the STAR service in the community and Sheffield Children's Hospital for people aged under 16. The psychiatric liaison team assesses young people aged 16 and 17 who present at the Northern General Hospital.
- 3.4 The review included visits to A&E departments at Sheffield Children's Hospital and Northern General Hospital and visits to wards and inpatient lodges ran by Sheffield Children's. The CQC team also held interviews and focus groups with various colleagues from all three trusts as well as the hospital director at Cygnet Hospital which is an independent provider that forms part of a [CAMHS Provider Collaborative](#) for which the Trust is lead provider (Riverdale Grange are also part of the Collaborative). They reviewed patient records and patients and carers were also consulted.
- 3.5 MHA reviews do not give a rating but do provide observations and recommendations either for individual trusts or across all providers. These were as follows:
- For all providers: There were conflicting interpretations about the availability of services and their access criteria. This included the route of access to specialist CAMHS advice for 16 and 17-year-olds detained in the Northern General Hospital, the number and type of beds contracted with the local specialist independent provider, the timescale

for the opening of health-based place of safety at the Becton Centre and the patient group it will be available for.

- At Sheffield Children's the following issues were highlighted:
  - Use of restraint to escort patients who needed nasogastric tube feeding and lack of soundproofing in treatment rooms.
  - Authorisation of a case where deprivation of liberty was required.
  - Level of involvement for eating disorder specialists at the Becton Centre.
  - CAMHS doctors not attending Mental Health Act assessments for 16 and 17-year olds at Northern General Hospital leading to delays in transfer of care.
  - It was noted that a new, purpose-built health-based place of safety was due to open at the Becton Centre later this year
- For Sheffield Teaching Hospitals the following issues were highlighted:
  - The detaining of patients at Northern General in a side room on the acute medical unit.
  - Staff did not always have copies of T2 or T3 authorisation certificates for medication for treatment of a mental health condition for patients requiring it.
  - Hospital staff were not trained in the use of physical interventions.
  - Staff identified that people with sensory processing disorders could be overstimulated in the busy accident and emergency department or acute medical unit.
  - Document retention of copies of the detention papers for one patient when they were transferred to a specialist hospital required reconsideration.

3.6 A joint action plan was submitted to the CQC over the summer with actions due for completion by end September 2022. All actions identified were completed or are underway and further details on specific actions taken can be provided at the meeting.

3.7 Citywide governance at chief executive level oversaw progress on these actions (which was a Covid-19 Gold Command at the time of the review, this has now been replaced with Sheffield Place governance).

#### **4. Organisational Mental Health Act Monitoring Visit of Ruby Lodge**

4.1 The CQC visited Ruby Lodge on 24<sup>th</sup> October 2022 to monitor the use of the MHA and compliance with the Code of Practice. The visit was unannounced. The ward is a 7-bed CAMHS ward at The Becton Centre in Beighton for children and young people aged 8 to 18 who have a learning disability. The service is nationally commissioned by NHS England. Two beds on the ward have been

closed since the COVID-19 outbreak. Five beds are currently not being used due to the patient mix on the ward and the staffing levels.

- 4.2 Whilst some aspects of the visit were positive, the CQC had some concerns about the use of the MHA, compliance with the Code of Practice and/or the experience of detained patients on this ward.
- 4.3 The two actions from the visit are as follows:
1. (a) How have we shared with patients the actions and findings from the visit and how patients responded to the information shared. (b) How we involve patients in developing our response to the findings and how they will be involved in monitoring completion of the actions, where appropriate.
  2. (a) How we approach developing a therapeutic relationship with distressed carers so that they are able to understand and weigh the treatment options that are available and feel their suggestions and concerns are listened to, supporting the guidance in Code of Practice 26.12, the principles of Chapter 34. (b) The training and support available to staff to manage challenging relationships with carers that may involve conflicting views.
- 4.4 The Trust submitted its response to the two recommendations on 23 November with plans to complete them by 31<sup>st</sup> December. The Trust will use a method of peer audit to review actions and ensure satisfactory completion in February 2023.

## **5. Conclusion**

- 5.1 We welcome the CQC's insights into our work and are committed to continuing our improvement across all services and with all partners.
- 5.2 During the latter part of 2022, we also commissioned an external review of our governance under the joint CQC/NHSE Well Led Framework, led by the Advanced Quality Alliance (AQuA). Our internal audit function, 360 Assurance, continue to provide oversight of progress against our 2019 inspection action plan.
- 5.3 We also continue to ensure regular Board level Back to the Floor visits to ensure close connection and line of sight between Board colleagues and patient facing areas, and to give colleagues, along with children, young people and families the opportunity to speak directly to Board colleagues about progress, opportunities and areas for improvement. Feedback from these visits is brought to Executive Team and Board for consideration and any follow-on action.

5.4 We are actively seeking feedback from patients and colleagues through a new approach to engagement and involvement as well as sharing progress with our partners and the public. There is a constant focus on driving all actions to completion and ongoing monitoring of metrics to ensure real and continuous improvement.

## **6. Recommendations**

The Committee is asked to note the work taking place in relation to the CQC recommendations at Sheffield Children's NHS Foundation Trust and in collaboration with partners.

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