

## Swindon CAMHS pressures – BSW system briefing about support at Great Western Hospital

06<sup>th</sup> December 2021

### Key Headlines:

Swindon CAMHS is experiencing significant staffing shortages with increasing demand, as a result they will be an increased wait times for initial assessments, intervention and a reduction in hospital Liaison operational hours and reduced to a 6-day service running Monday to Friday and on Sundays.

### 1. Current Pressures

**We appreciate system partners continue to be under significant pressure but wanted to communicate some particular challenges within our Swindon services. We continue to work with partners to explore solutions and mitigate risks.**

Swindon Hospital Liaison service provision (delivered by the CAMHS service in Oxford Health Foundation Trust) is currently experiencing considerable service pressure. This is due to a growth in demand experienced by the team (the number of liaison referrals has increased significantly over recent months and this increase is sustaining) as well as reduced capacity across the Hospital Liaison workforce as a result of vacancies.

The Swindon core CAMHS team is limited in their ability to mitigate this reduced capacity in liaison by reprioritising resources due to also having a 51% vacancy rate. This has resulted in the whole team needing to implement Business Continuity Planning measures.

OHFT are committed to working with the Swindon team, Great Western Hospital and BSW CCG to ensure recovery of the service and minimise impact.

### 1. Recovery Plan

A service recovery plan has been put in place, forecast to last approximately 6 months when it will be subject to review. Its objective is to maintain as much liaison capacity as possible, enabling the service to continue to support timely hospital discharge.

The key measures being taken include:

- **Delivering face to face assessments from 9am - 5pm on weekdays (rather than 8am to 6pm as has been the case).** We are confident that this will not lead to a significant reduction in activity as most hospital liaison assessments take place within these hours (evidenced by performance data). Colleagues from core CAMHS will also be able to support liaison work if required.
- **Delivering telephone support from 5pm – 8pm on weekdays.** Telephone support will continue to be available from the Out of Hours team during these times and this can be accessed by phoning the Warneford and receiving support from the on-call Senior Mental Health Practitioner. You can contact them on 01865 901000.

- **Redeploying an Eating Disorders Liaison Role to support non-Eating Disorders work when capacity permits.** This will allow us to maintain clinical capacity during surge periods. The workload of this role will be covered by the CYP Eating Disorders Team.
- **Reducing liaison provision by 1 day to Sundays only in Great Western Hospital starting on 8th January 2022 (for a period of 3 months).** Support and advice will continue to be available to the ward from the out of hours on-call Senior Mental Health Practitioner and Psychiatrist on the days when liaison is not available on-site. Mental Health Act assessments and assessments that require a Consultant Psychiatrist will also continue as normal.
- **Risk stratifying all Swindon cases and alerting all 'Green' cases that they may experience longer waits.** This will give us the ability to use more core CAMHS resources for hospital liaison if this is required. Senior managers will oversee the process to ensure there are no adverse impacts.

The new BSW Escalation and Complex Case Hub also remains in place. Any cases of concern can be escalation through this route 24/7 as per the co-created process. The escalation hub email contacts are:

[bswccg.bswmhldaescalationhub@nhs.net](mailto:bswccg.bswmhldaescalationhub@nhs.net)

[lucy.baker8@nhs.net](mailto:lucy.baker8@nhs.net)

[kay.reeve1@nhs.net](mailto:kay.reeve1@nhs.net)

[georginaruddle@nhs.net](mailto:georginaruddle@nhs.net)

## 2. Risk management

- A harm minimisation plan is in place to ensure clinical safety. All cases will be risk stratified and all rated 'green' will be contacted to alert them that they may experience longer waits. All red and amber cases will be seen within the usual response times (same day or within 5 days).
- Clear information will be provided about how to contact us to alert us of a change in need (Contact Swindon CAMHS directly 9am – 5pm and the Warneford reception on 01865 901000 for the SMHP on-call).
- All green waiters will also be provided with advice and guidance, signposting and self-care information in the letter they receive, alerting them to a potentially longer wait.
- All measures have been subject to a detailed Quality Impact Assessment.

## 3. Key messages for the system

- Close partnership working with the BSW Partnership to develop and continually review the impact of these actions.
- We are continuing to accept referrals in Swindon. If you have a concern about a child or young person, please contact us as usual.
- Families and children and young people can contact the Mental Health Helpline if they have an urgent mental health need. The number is 0800 023 2133. **Please only go to A&E if it is a physical health emergency.**

- Children and young people with urgent and emergency mental health needs will continue to be seen promptly in line with our usual practice.
- We will continue to prioritise early intervention for children and young people presenting with eating disorders.
- Waits may be longer than usual for lower-risk children and young people.
- It would be helpful to work with partners to look at how we can jointly meet the needs of children and young people with moderate needs during this period.
- There are useful self-help resources on our website which can be found here: [Child and Adolescent Mental Health Service My wellbeing | Child and Adolescent Mental Health Service \(oxfordhealth.nhs.uk\)](#)