



Quality Network for Community CAMHS General Standards

8th Edition | 2025-2027

Editors: Leyla Ury, Teresa Pollard,
Naomi Cross-Stuart
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**Quality Network for Community CAMHS
Royal College of Psychiatrists' Centre for Quality
Improvement**

21 Prescot Street
London
E1 8BB

www.rcpsych.ac.uk/qncc

QNCC@rcpsych.ac.uk

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Foreword

At the time of writing this foreword, our community children and young people mental health services both nationally and internationally are facing huge financial challenges. This makes it even more important that we continue to ensure our young people are being treated in a safe way, which is underpinned by our commitment to high quality, demonstrated through our standards. I am delighted to be writing this foreword to demonstrate that we have not rested on our laurels or become complacent, we have kept our children, young people and their families in mind throughout.

The Royal College of Psychiatrists and you, the members, have not worked in isolation whilst compiling the new standards. The Care Quality Commission were represented ensuring we have the objectivity required to ensure full governance around this process. Our membership also spans across the devolved nations, therefore in developing the standards we were mindful that there will be different governance structures which they have to adhere to.

Since the initial standards back in 2005 there have been many changes in the personnel in children and adolescent mental health services (CAMHS). We now have a workforce that is not just made up of traditional roles such as nurses, psychiatrists, psychologists and social workers. We have a diverse workforce who have undergone training in a range of therapies (not always with a core qualification) allowing us to provide a wider offer to our children, young people and families. However, this also means that there is not always the same level of understanding around legal frameworks or about ethics whilst working in healthcare. The standards provide a framework in which all of the MDT can learn and ensure the voices of our children, young people and their families are not only heard but acted upon.

Nurse training has also changed over the years with a number of newly qualified nurses having had no exposure to CAMHS in their training. Our standards allow them to see how we benchmark quality and safety across all areas and provides them with opportunities to learn.

The meaningful involvement of children, young people and families is crucial in our networks. They have contributed to, and encouraged, important changes to our standards. Where there has been an increase in Type of Standard (e.g. from a Type 2 to a Type 1) this has been done after careful consideration and whilst keeping our aims at the heart of what we do. We know it can be hard to measure areas such as staff attitude and respect, however, these are also areas in which we need to be consistent. One young person who doesn't feel they have been treated with respect is one young person too many.

The growth in teams such as mental health support teams (MHST) and crisis home treatment teams in CAMHS has been exciting but has also brought about some new challenges. However, if we think about CAMHS as the whole service and apply the rationale behind our standards across all our services, we will ensure that our staff will be trained to the same level thus safeguarding our young people.

Sustainability is a key theme across our standards which you will see referenced in our documents. We know that the Royal College of Psychiatrists is striving to improve the sustainability of mental health across all areas and our community CAMHS standards align with the sustainability principles which you will see referenced. This triangulates well with the idea of a workforce that is sustainable which we will see evidenced throughout our standards, particularly those pertaining to training.

Having the standards to reference against is not just about the review day. Yes, review days are very important, as is all the hard work that goes into arranging them (thank you all) but they provide a framework with which to work when designing new additions to services. These include setting up a new 136 suite in a mental health unit, or even when planning inductions and training for staff.

Hearing about how the standards have been helpful or influenced change is the highlight of our Annual Forum. Our members are enthusiastic and generous in the sharing of their innovations and ideas. The forum also brings them the opportunity to network and for some, to have their appetite whetted for new CAMHS experiences in different roles. Having the forums annually and in person is one of the highlights of my year but I do appreciate that this is a luxury in this climate, and I do make sure the online events hold as much value and have as much emphasis placed on the excellent presentations we have grown accustomed to.

I will end now by saying a huge thank you to you all. To our patient and carer representatives who work with us, you are invaluable. To all our members please continue to provide the excellent service you are providing whilst looking after yourselves too. Finally thank you to the QNCC team at the Royal College of Psychiatrists who ensure the cogs of their wheels continue to turn no matter what changes they encounter.

Carol-Anne Murphy, QNCC Advisory Group Chair

August 2025

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- The patient and carer representatives that contributed their views and opinions;
- Individuals who attended the standards consultation workshop;
- Individuals who contributed feedback via the e-consultation process.
- NHS England

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Name	Profession	Service/Organisation
Afeefa Ali	Patient Representative	QNCC/QNIC – Royal College of Psychiatrists
Kate Cromey	Senior Specialist (Mental Health) Regulatory Leadership - Care Quality Commission	Care Quality Commission
Arun Das	Programme Manager	PQN/QED/QNCC/QNIC – Royal College of Psychiatrists
Dr Jennifer Davis	Consultant Clinical Psychologist	Cotswold House Specialist Eating Disorders WCEDS
Richard Dyer	Head of Children's Health and Wellbeing (CAMHS)	Jersey CAMHS
Dr Phil Ferreira-Lay	Associate Medical Director & Consultant Child Psychiatrist	Surrey and Borders Partnership NHS Foundation Trust
Rebecca Keating	Advanced Clinical Practitioner & Clinical Director	Nottinghamshire Healthcare NHS Trust
Theresa Maddison	CAMHS Nurse Consultant	North Tyneside CAMHS, Northumbria Healthcare NHS Foundation Trust
Nicole McCarthy	Deputy Programme Manager	PQN/QED – Royal College of Psychiatrists
Jose Mediavilla	Consultant Child and Adolescent Psychiatrist	Tees, Esk and Wear Valleys NHS Foundation Trust
Tom Metcalfe	Project Officer	QNIC – Royal College of Psychiatrists
Alex Milham	Team Lead	Solent East Eating Disorder Service

Carol-Anne Murphy	QNCC Advisory Group Chair; Nurse Consultant	Warrington CAMHS; North West Boroughs; Mersey Care NHS Foundation Trust
Katie Paul	Pathway Manager	Northumberland, Tyne and Wear NHS Foundation Trust
Teresa Pollard	Project Officer	QNCC – Royal College of Psychiatrists
Hayley Samson	Lead Clinical Nurse Specialist (ED Specific)	West London CAMHS Eating Disorder Service
Leyla Ury	Deputy Programme Manager	QNCC/QNIC – Royal College of Psychiatrists
Eshan Vadgama	Patient Representative	QNCC/QNIC – Royal College of Psychiatrists

Introduction

The standards have been drawn from key documents and expert consensus and have been subject to extensive consultation via our standards development group, which includes young people & parents/carers, and email forums with professional groups involved in the provision of community mental health services for children and young people. They incorporate the College Centre for Quality Improvement (CCQI) Core Community Standards, as well as specialist standards relating specifically to community child and adolescent mental health services (CAMHS).

Please contact the team at the College Centre for Quality Improvement (CCQI) for further information about the process of review and accreditation.

Who are these standards for?

These standards are designed to be applicable to community child and adolescent mental health services and can be used by professionals to assess the quality of the team. The standards may also be of interest to commissioners, young people, carers, researchers and policy makers.

Categorisation of standards

Each standard has been categorised as follows:

To support in their use during the process, each standard has been categorised as follows:

- Type 1: Criteria relating to patient safety, rights, dignity, the law and fundamentals of care, including the provision of evidence-based care and treatment;
- Type 2: Criteria that a service would be expected to meet;
- Type 3: Criteria that are desirable for a service to meet, or criteria that are not the direct responsibility of the service.

The full set of standards is aspirational and it is unlikely that any service would meet them all. To achieve accreditation, an organisation must meet 100% of type 1 standards, at least 80% of type 2 standards and at least 60% of type 3 standards. The Network facilitates quality improvement and will support teams to achieve accreditation.

Notation

College Centre for Quality Improvement (CCQI) Core Community Standards are marked with the core standard number throughout the document. Those that are not marked with a core number are specialist standards relating to child and adolescent mental health services that are not included in the core set.

Terms used in this document

In this document, the child and adolescent mental health service is referred to as 'the team', 'the service' or 'CAMHS'. Children and young people who have been referred to the community service are referred to as 'young people' and their carers are referred to as 'parents/carers'.

Sustainability Principles

The eighth edition of the QNCC quality standards for community child and adolescent mental health services has been mapped against sustainability principles developed by the Royal College of Psychiatrists Sustainability Committee (www.rcpsych.ac.uk/workingpsychiatry/sustainability.aspx).

The Royal College of Psychiatrists is striving to improve the sustainability of mental health care, by designing and delivering services with the sustainability principles at the core. The aim of this process is to raise awareness around sustainability in mental health services and to work towards making psychiatric services sustainable in the long run. In recent years, the mounting economic, social and environmental constraints have put mental healthcare system under enormous pressure, and it is vital to ensure that high-value services continue despite these constraints. Developing a sustainable approach to our clinical practice is a crucial step in ensuring that mental health services will continue to provide high-quality care in the 21st century in the face of these constraints.

Sustainability in health services involves improving quality, cost and best practice, with a particular focus on reducing the impact on the environment and the resources used in delivering health interventions. A sustainable mental health service is patient-centred, focused on recovery, self-monitoring and independent living, and actively reduces the need for intervention.

Sustainability is written into the NHS constitution (Department of Health, 2013). In Principle 6, it states that the 'NHS is committed to providing best value for taxpayers' money and the most effective, fair and sustainable use of finite resources' [20].

It is vital for professionals involved in designing mental health services to have a good understanding of sustainability i.e. the resources needed for each intervention, and to have an awareness of the effects of these interventions across economic, environmental and social domains. Adoption of these principles across mental healthcare would lead to a less resource-intensive and more sustainable service.

The five Sustainability Principles are listed below:

1. **Prioritise prevention** – preventing poor mental health can reduce mental health need and therefore ultimately reduce the burden on health services (prevention involves tackling the social and environmental determinants alongside the biological determinants of health).
2. **Empower individuals and communities** – this involves improving awareness of mental health problems, promoting opportunities for self-management and independent living, and ensuring patients and carers are at the centre of decision-making. It also requires supporting community projects that improve social networks, build new skills, support employment (where appropriate) and ensure appropriate housing.
3. **Improve value** – this involves delivering interventions that provide the maximum patient benefit for the least cost by getting the right intervention at the right time, to the right person, while minimising waste.
4. **Consider carbon** – this requires working with providers to reduce the carbon impacts of interventions and models of care (e.g. emails instead of letters, tele-health clinics instead of face-to-face contact). Reducing over-medication, adopting a recovery approach, exploiting the therapeutic value of natural settings and nurturing support networks are examples that can improve patient care while reducing economic and environmental costs.
5. **Staff sustainability** – this requires actively supporting employees to maintain their health and well-being. Contributions to the service should be recognised and effective teamwork facilitated. Employees should be encouraged to develop their skills and supported to access training, mentorship and supervision.

Services that meet 90% or more of the standards relevant to Sustainability Principles (marked with the logo, left) will be awarded a Sustainable Service Accreditation certification in recognition of provision of a sustainable mental health service.



Sustainability will automatically be examined alongside the usual review process and services will not have to submit extra evidence for this. Whether a service is awarded the sustainability certification or not will not affect the accreditation status of the service.

A range of guidance reports and papers has already been developed by the College to help improve the sustainability of mental health care. Please see below for further information:

- Guidance for commissioners of financially, environmentally, and socially sustainable mental health services

<https://www.jcpmh.info/good-services/sustainable-services/>

- Choosing Wisely – shared decision making

<http://www.rcpsych.ac.uk/healthadvice/choosingwisely.aspx>

- Centre for Sustainable Healthcare

<https://sustainablehealthcare.org.uk/>

- Psych Susnet

<https://networks.sustainablehealthcare.org.uk/network/psych-susnet>

- Sustainability in Psychiatry

<https://www.rcpsych.ac.uk/improving-care/working-sustainably>

Glossary of terms

Term	Definition
Advocacy services	A service which seeks to ensure that patients are able to speak out, to express their views and defend their rights.
Care plan	A systematic way of looking at the potential risks that may be associated with a particular activity or situation.
CPA	A Care Programme Approach is a package of care that is used by secondary mental health service. A CPA includes a care plan and someone to coordinate your care. A CPA aims to support a patient's mental health recovery by helping them to understand their strengths, goals, support needs and difficulties.
Clinical outcome measurement data	Clinical outcomes are measurable changes in health, function or quality of life that result from our care. Clinical outcomes can be measured by activity data such as re-admissions, or by agreed scales and others forms of measurement.
Clinical supervision	A regular meeting between a staff member and their clinical supervisor. A clinical supervisor's key duties are to monitor employees' work with patients and to maintain ethical and professional standards in clinical practice.

Co-produced	Refers to engaging and communicating with the service user and their family members (where appropriate) in the development of their care plan to ensure that support is person-centred.
Crisis plan	A crisis plan outlines key information to be considered during a mental health crisis, such as contact details, history of mental and physical illnesses, previous anti-depressants and psychotherapies, signs predicting relapse, and instructions for care if a future relapse occurs.
European Working Time Directive	Initiative designed to prevent employers requiring their workforce to work excessively long hours, with implications for health and safety.
Line management supervision	Supervision involving issues relating to the job description or the workplace. A managerial supervisor's key duties are prioritising workloads, monitoring work and work performance, sharing information relevant to work, clarifying task boundaries and identifying training and development needs.
Mental Capacity Act	A law which is designed to protect and empower individuals who may lack the mental capacity to make their own decisions about their care and treatment.
Mental Health Act	A law under which people can be admitted or kept in hospital, or treated against their wishes, if this is in their best interests or for the safety of themselves or others.
Personal development plan	An action plan that helps to identify learning and development needs to help an individual in their job role or progress in their career.
Reflective practice	The ability for people to be able to reflect on their own actions and the actions of others to engage in continuous learning and development.
Risk assessment	An action plan that helps to identify learning and development needs to help an individual in their job role or progress in their career.
Safeguarding	Protecting people's health, well-being and human rights, and enabling them to live free from harm, abuse and neglect.
Statutory carers' assessment	An assessment that looks at how caring affects a carer's life, including for example physical, mental and emotional needs, the support they may need and whether they are able or willing to carry on caring.

Section 1: Access, Referral and Assessment

Standard Number	Standard Type	Standard Criteria	CCQI Core Standard
1.1		CAMHS work with all potential referrers including families and young people to ensure access is appropriate, timely and co-ordinated	
1.1.1	1	The service provides information about how to make a referral and waiting times for assessment and treatment.	1.3
1.1.2	2	Where referrals are made through a single point of access, these are passed on to the community team within one working day unless it is an urgent referral which should be passed across immediately.	1.5
1.1.3	1	Referrers are able to discuss urgent referrals with a clinical member of staff during working hours.	1.4
1.1.4	2	Young people and families are able to make a self-referral to the service.	
1.1.5	1	<p>Outcomes of referrals are fed back to the referrer, GP, young person and parent/carer in writing. If a referral is not accepted, the team advises the referrer, young person and parent/carer on alternative options. If a referral is accepted the service should provide information on:</p> <p>How young people can access help while they wait for an appointment (e.g. letter, leaflet or telephone call; points of contact to access help may include the referrer, the school nurse, other local service or online services);</p> <p>Information about expected waiting times for assessment and treatment;</p> <p>With any updates of any changes to their appointment.</p> <p><i>Guidance: Other relevant bodies, such as social care and education, should also be copied into this correspondence.</i></p>	
1.2		Measures are taken to ensure equity of access	
1.2.1	1	<p>Appointments are flexible and responsive to the needs of young people and their parents/carers.</p> <p><i>Guidance: For example, young people and their parents/carers can choose a suitable appointment time and appointments can be offered out of school</i></p>	

		<i>or college hours; home-based or school-based treatments; or virtually via tele-appointments are offered where appropriate.</i>	
1.2.2	1	The service reviews data at least annually about the young people who use it. Data is compared with local population statistics and action is taken to address any inequalities of access where identified.	1.1
1.2.3	1	The team follows up with young people (and parents/carers) who were not brought for an appointment or assessment. If they are unable to engage with the young person, a decision is made by the assessor/team, based on need and risk, as to how long to continue to follow up the young person.	4.1
1.2.4	1	If a young person was not brought to an assessment or appointment, the assessor contacts the referrer. <i>Guidance: If the young person is likely to be considered a risk to themselves or others, the team contacts the referrer immediately to discuss a risk action plan.</i>	4.2
1.2.5	2	Data on missed appointments are reviewed monthly. This is done at a service level to identify where engagement difficulties may exist. <i>Guidance: This should include monitoring a young person's failure to attend the initial appointment after referral and early disengagement from the service.</i>	
1.3		Young people receive timely mental health assessments	
1.3.1	1	80% of young people with a routine referral are offered a mental health assessment within six weeks (or four weeks for Trailblazers) <i>Guidance: Where services are not able to meet this standard, there must be an action plan in place to demonstrate they are working towards meeting this standard.</i>	
1.3.2	2	95% of young people with a routine referral are offered a mental health assessment within six weeks (or four weeks for Trailblazers) <i>Guidance: Where services are not able to meet this standard, there must be an action plan in place to demonstrate they are working towards meeting this standard.</i>	

1.3.3	1	<p>Young people with urgent mental health needs can access a mental health assessment within 24 hours (within 4 hours if very urgent).</p> <p><i>Guidance: The urgent assessment process should be completed by an appropriately skilled clinician. If the team does not provide this service, staff are aware of the different pathways available.</i></p>	
1.3.4	1	<p>For non-urgent assessments, the team makes written communication in advance to young people and parents/carers, that includes:</p> <ul style="list-style-type: none"> • The name and title of the professional they will see; • An explanation of the assessment process; • Information on who can accompany them; • How to contact the team if they have any queries, require support (e.g. an interpreter), need to change the appointment or have difficulty in getting there • Who to contact if the situation worsens significantly, and Crisis lines. 	2.1
1.3.5	1	<p>The team sends correspondence detailing the outcomes of the assessment to the referrer, the GP and other relevant services within a week of the assessment. Young people and parents/carers also receive correspondence.</p>	3.6
1.4		Assessments are collaborative, individual and according to need	
1.4.1	1	When talking to young people and parents/carers, health professionals communicate clearly, avoiding the use of jargon so that people understand them.	
1.4.2	1	Reasonable adjustments are made, if required, for patients with disability, including those with autism and/or learning disability. Any reasonable adjustments are recorded in patients notes.	
1.4.3	1	<p>Staff check that young people and their parents/carers understand the purpose of the assessment and possible outcomes as fully as possible before it is conducted.</p> <p><i>Guidance: The assessment should also be an opportunity for young people and parents/carers to ask any questions they may have about the purpose of assessment.</i></p>	
1.4.4	1	Young people have a comprehensive evidence-based assessment which includes:	3.2

		<ul style="list-style-type: none"> • Mental health and medication; • Psychosocial and psychological needs, including any neurodivergent needs; • Strengths and areas for development; • Risk, including risk of suicide; • Educational background; • Experience of Social Care/Youth Justice; • Family circumstances. 	
1.4.5	1	<p>Young people have a risk assessment and safety plan which is co-produced, involves parents/carers, is updated regularly and shared where appropriate with relevant agencies.</p> <p><i>Guidance: The assessment considers risk to self, risk to others and risk from others. Services should use a formulation of risk approach rather than a scale of low to high risk.</i></p> <p><u>Sustainability Principle: Prioritise Prevention</u></p>	3.4 
1.4.6	1	Assessments are based on the wishes and goals of young people, the family and their capacity to support interventions.	
1.4.7	1	All assessments are documented, signed/validated (electronic records) and dated by the assessing practitioner.	
1.4.8	2	<p>80% of young people assessed as requiring treatment see an appropriate clinician within access and waiting times guidelines relevant to the practice area and local agreements.</p> <p><i>Guidance: If a service is unable to meet waiting time guidelines, appropriate steps have been taken to work towards their reduction.</i></p>	
1.4.9	2	<p>95% of young people assessed as requiring treatment see an appropriate clinician within access and waiting times guidelines relevant to the practice area and local agreements.</p> <p><i>Guidance: If a service is unable to meet waiting time guidelines, appropriate steps have been taken to work towards their reduction.</i></p>	
1.4.10	2	Young people who are waiting for treatment are signposted to access support whilst they are waiting. They are also made aware of who to contact if their needs change.	

		<i>Guidance: This could include crisis lines, guided self-help techniques, relevant resources to their treatment pathway, and voluntary organisations.</i>	
1.5		Assessments are effectively co-ordinated with other agencies so that young people and their parents/carers are not repeatedly asked to give the same information	
1.5.1	1	There are processes in place to identify whether young people or parents/carers are involved with other agencies.	
1.5.2	3	The assessing professional can access relevant information (past and current) about the young person from primary and secondary care and other relevant agencies.	
1.6		The team assess the physical health needs of young people accessing the service	
1.6.1	1	A physical health review takes place as part of the initial assessment, or as soon as possible. <u>Sustainability Principle: Prioritise Prevention</u>	3.3 
1.6.2	1	Staff members arrange for young people to access screening, monitoring and treatment for physical health problems through primary/secondary care services. This is documented in the young person's care plan.	7.1
1.6.3	1	The team, including bank and agency staff, are able to identify and manage an acute physical health emergency. <u>Sustainability Principle: Prioritise Prevention</u>	7.3 

Section 2: Care and Intervention

Standard Number	Standard Type	Standard Criteria	CCQI Core Standard
2.1		Young people and parents/carers are fully involved and informed in care planning	
2.1.1	1	Young people are actively involved in shared decision-making about their mental and physical health care, treatment and discharge planning and supported in self-management.	12.4
2.1.2	1	<p>Every young person has a written care plan, reflecting their individual needs. Staff members collaborate with young people and their parents/carers when developing the care plan and they are offered a copy.</p> <p>The care plan clearly outlines:</p> <ul style="list-style-type: none"> • Agreed intervention strategies for physical and mental health; • Measurable goals and outcomes; • Strategies for self-management; • Any advance directives or statements that the patient has made; • Crisis and contingency plans; • Review dates and discharge framework. <p><i>Guidance: Where possible, the young person writes the care plan themselves or with the support of staff.</i></p>	5.3
2.1.3	1	<p>All young people have a documented diagnosis and clinical formulation. Where a complete assessment is not in place, a working diagnosis and a preliminary formulation is devised.</p> <p><i>Guidance: The clinical formulation should be a collaborative process that provides a structured understanding of a young person's difficulties. This should be shared with the young person, parents/carers and any other relevant agencies.</i></p>	3.5
2.1.4	1	Young people and their parents/carers are supported to understand the benefits, functions, expected outcomes, limitations and side effects of their medications, intervention options and non-intervention options.	
2.1.5	1	All young people know who is co-ordinating their care and how to contact them if they have any questions.	5.1
2.1.6	2	Young people and their parents/carers consistently see the same clinician for appointments, unless their preference or clinical need demands otherwise	

2.1.7	1	<p>There is a mechanism for young people to request to change their clinician if there are problems without prejudicing their access to treatment.</p> <p><i>Guidance: Where a change in clinician is not possible this is discussed with young people and parent/carers.</i></p>	
2.2		Decisions around the prescribing of medication are collaborative where possible and monitored appropriately	
2.2.1	1	<p>When medication is prescribed, specific treatment goals are set with the young person, the risks (including interactions) and benefits are discussed, a timescale for response is set and the young person's consent is recorded.</p>	6.2.1
2.2.2	1	<p>Young people have their medications reviewed regularly. Medication reviews include an assessment of therapeutic response, safety, management of side effects and adherence to medication regime.</p> <p><i>Guidance: Side effect monitoring tools can be used to support reviews.</i></p> <p><u>Sustainability Principle: Consider Carbon</u></p>	6.2.2 
2.2.3	1	<p>The safe use of medication is audited, at least annually and at a service level.</p>	
2.2.4	1	<p>For young people who are taking antipsychotic medication, the team maintains responsibility for monitoring their physical health and the effects of antipsychotic medication for at least the first 12 months or until the young person's condition has stabilised. Thereafter, the responsibility for this monitoring may be transferred to primary care under shared care arrangements.</p> <p><i>Guidance: This should be in line with best practice, such as the principles of STAMP and STOMP.</i></p>	6.2.4
2.2.5	1	<p>Young people who are prescribed mood stabilisers or antipsychotics have the appropriate physical health assessments at the start of treatment (baseline), at three months and then six-monthly. If a physical health abnormality is identified, this is acted upon.</p> <p><i>Guidance: This should be in line with best practice, such as the principles of STAMP and STOMP.</i></p>	7.4
2.2.6	3	<p>Young people, parents/carers are able to discuss medications with a specialist pharmacist.</p>	6.2.3

2.3		Staff provide support and guidance to enable young people and their parents/carers to help themselves	
2.3.1	1	Where appropriate, young people are offered personalised healthy lifestyle interventions, such as advice on healthy eating, physical activity and access to smoking cessation services. This is documented in the young person's care plan. <u>Sustainability Principle: Consider Carbon</u>	7.2 
2.3.2	2	Young people and parents/carers are guided in self-help approaches where appropriate.	
2.3.3	2	The team provides information, signposting and encouragement to young people to access local organisations for peer support, social engagement and work/education opportunities such as: <ul style="list-style-type: none"> • Voluntary organisations • Community centres • Local religious/cultural groups • Peer support networks • Recovery colleges, pre-vocational training or employment programmes 	6.1.6
2.3.4	2	Young people and parents/carers are guided in the young person's use of social media and provided with helpful links where appropriate.	
2.3.5	3	The team supports young people to access local green space on a regular basis. <i>Guidance: This could include signposting to local walking groups or arranging regular group activities to visit green spaces. Consideration should be given to how all patients are able to access these sessions including, for example, access to appropriate foot- or rainwear.</i>	6.1.7
2.4		Efforts are made actively to support and engage parents/carers	
2.4.1	1	Parent/carer views and input are incorporated into discussions and decisions about the young person's care, treatment and discharge planning. This includes promoting attendance at review meetings where the young person consents.	13.1
2.4.2	1	Parents/carers are supported to access a statutory carers' assessment, provided by an appropriate agency.	13.2

		<i>Guidance: This advice is offered at the time of the young person's initial assessment, or at the first opportunity, and this is documented.</i>	
2.4.3	2	Parents/carers are offered individual time with staff members to discuss concerns, family history and their own needs. <u>Sustainability Principle: Empowering Individuals</u>	13.3 
2.4.4	2	The team provides each parent/carer with accessible carer's information. Guidance: Information is provided verbally and in writing (e.g. carer's pack). This includes: <ul style="list-style-type: none"> The names and contact details of key staff members in the team and who to contact in an emergency (threat to life should be a call to emergency services); Local sources of advice and support such as local carers' groups, carers' workshops and relevant charities. 	13.4
2.4.5	3	The service actively encourages parents/carers to attend carer support networks or groups.	13.5
2.4.6	3	There is a designated staff member to promote carer involvement.	13.5
2.5		Outcome measurement is routinely undertaken	
2.5.1	1	Clinical outcome measurement is used as an integral part of planning, delivering and reviewing care. Staff access and use this data to inform care planning. <i>Guidance: Data, including progress against user defined goals, is collected as a minimum at assessment, after six months, 12 months and then annually until discharge.</i>	23.1
2.5.2	2	Staff members review young people's progress against self-defined goals in collaboration with the young person at the start of treatment, during clinical review meetings and at discharge.	23.2
2.5.3	2	The service's clinical outcome and experience of care data are reviewed at least every six months. The data is shared with commissioners, the team, young people and parents/carers, and used to make improvements to the service.	23.3

Section 3: Information, Consent and Confidentiality

Standard Number	Standard Type	Standard Criteria	CCQI Core Standard
3.1		Young people and their parents/carers are provided with information that is accessible and appropriate for their use	
3.1.1	1	<p>Young people are given accessible written information which staff members talk through with them as soon as is practically possible. The information includes:</p> <ul style="list-style-type: none"> • Their rights regarding consent to treatment • Their rights under the Mental Health Act • Their rights in the instance that they may need to be admitted to an inpatient service • How to access advocacy services • How to access a second opinion • Interpreting services • How to view their records • How to raise concerns, complaints and give compliments 	2.2
3.1.2	2	All information materials such as leaflets are regularly updated and include a date for revision. Information is adapted for all age ranges seen by the service and is available in accessible formats.	
3.1.3	2	<p>The service has a website which provides information about the unit that young people and parents/carers can access prior to admission.</p> <p>This should include:</p> <ul style="list-style-type: none"> • The contact details of the service • Directions to the service- Information on outcomes from regulator reports • Opening hours for the service • Information around support that can be offered while young people are waiting to be seen. 	
3.1.4	1	<p>Young people and parents/carers are offered written and verbal information about the young person's mental health needs, individualised formulation and treatment.</p> <p>Guidance: Verbal information could be provided in a 1:1 meeting with a staff member or in a psychoeducation group. Written information could include leaflets or websites.</p> <p><u>Sustainability Principle: Staff Empowerment</u></p>	6.1.8 

3.1.5	2	<p>Staff provide young people and their parents with information about the roles played by key professionals across the CAMHS team.</p> <p><i>Guidance: This may be included in the welcome pack or presented on a display board.</i></p>	
3.1.6	2	<p>Siblings of young people accessing the service are provided with clear and accessible information in an appropriate format about the young person's mental health needs and how they can access support e.g. YoungMinds.</p>	
3.1.7	2	<p>The service provides young people and their parents/carers with service information about how the service supports young people with their mental health needs, that is culturally relevant and sensitive to protected characteristics.</p> <p><i>Guidance: For example, images used in posters and leaflets fully reflect the cultural diversity of the community.</i></p>	
3.1.8	2	<p>Information about the service is designed for young people and parents/carers, and written with the participation of young people and parents/carers with lived experience of accessing the service.</p> <p><i>Guidance: For example, including quotations or narratives reflecting the real experiences of the young people and parents/carers who have used the service.</i></p>	
3.2		<p>Staff follow clear procedures for gaining valid consent to treatment</p>	
3.2.1	1	<p>Assessments of young people's capacity (and competency for young people under the age of 16) to consent to care and treatment are performed in accordance with current legislation.</p>	11.1
3.2.2	1	<p>Where young people are able to give consent, their consent to parental involvement and their consent to the proposed treatment or intervention are sought by the practitioner carrying out the treatment and the agreement or refusal is recorded in their notes. This is done each time there is a change in treatment.</p> <p>Where young people are not able to give consent (due to age or capacity), their views are ascertained as far as possible and taken into account, and the legal basis for giving the proposed treatment or intervention is recorded, for example:</p> <ul style="list-style-type: none"> • Consent from someone with parental responsibility is obtained and recorded; or, 	

		<ul style="list-style-type: none"> Treatment in the young person's best interest is given in accordance with the MCA 2005 or MHAct 1983. <p><i>Guidance: Staff must be clear on who holds parental responsibility – see the Legal Guide paragraph 1.13; for guidance on parental consent where the young person is aged 16-17 see the Legal Guide paragraphs 2.33 - 2.34.</i></p>	
3.3		Young people and their parents are well-informed about confidentiality and their rights to access information held about them	
3.3.1	1	Confidentiality and its limits are explained to the young person and parent/carer on acceptance, both verbally and in writing. The young person's preferences for sharing information with third parties are respected and reviewed regularly.	16.1
3.3.2	1	Young people are asked if they and their parent/carers wish to have copies of correspondence about their health and treatment.	15.1
3.3.3	1	The team knows how to respond to parents/carers when the young person does not consent to their involvement.	16.2

Section 4: Rights and Safeguarding

Standard Number	Standard Type	Standard Criteria	CCQI Core Standard
4.1		Young people and parents/carers are treated with dignity and respect	
4.1.1	1	Young people and parents/carers feel welcomed by staff members when attending the team base for their appointments. <i>Guidance: Staff members introduce themselves to young people and address them using their preferred name and correct pronouns.</i>	3.1
4.1.2	1	Staff members treat young people and parents/carers with compassion, dignity and respect. <i>Guidance: This can be evidenced through the CHI-ESQ.</i>	14.1
4.1.3	1	Young people and parents/carers feel listened to and understood by staff members. <i>Guidance: This can be evidenced through PREMS.</i>	14.2
4.1.4	1	Young people are offered the opportunity to see a staff member on their own without other staff or family present. This should be recorded in case records and noted for assessment.	
4.1.5	2	The service uses interpreters who are sufficiently knowledgeable and skilled to provide a full and accurate translation. The young person's relatives are not used in this role unless there are exceptional circumstances. <i>Guidance: Exceptional circumstances might include crisis situations where it is not possible to get an interpreter at short notice.</i>	15.2
4.2		Young people are protected from abuse through clear safeguarding policies and procedures	
4.2.1	1	All staff are aware of, and act in accordance with, current child protection protocols (e.g. the procedures of the Local Safeguarding Children Board).	
4.2.2	1	The organisation has a named doctor and a named nurse responsible for child protection, and staff are aware of who this is. <i>Guidance: This may include safeguarding lead or the organisation's child protection lead who are easily identifiable to all staff.</i>	

4.2.3	1	<p>Young people who may be at risk of harm are referred to the appropriate team within the Local Authority (e.g. Social Services).</p> <p><i>Guidance: Referrals which are made by telephone should be followed up. Young people are reassured that any disclosure of abuse will be taken seriously, are informed about the next steps, the likely timeframes, and are regularly updated.</i></p>	
4.2.4	1	<p>If a safeguarding referral is made to the Local Authority and no response is received within timelines agreed with the local authority, there are procedures in place for escalation via the identified safeguarding lead.</p>	
4.2.5	1	<p>The specific safeguarding needs of Children in Care (otherwise known as children who are Looked After) are responded to through policies, procedures and practice that are designed to protect them.</p> <p><i>Guidance: This should include those under kinship care or guardians, foster care or under children social services.</i></p>	
4.2.6	1	<p>The team records which young people are responsible for the care of children and vulnerable adults and takes appropriate safeguarding action when necessary.</p>	8.1
4.2.7	1	<p>Where a young person is identified as a young carer, the service is able to signpost to specific young carer support for the young person.</p>	

Section 5: Transfer of Care

Standard Number	Standard Type	Standard Criteria	CCQI Core Standard
5.1		Leaving the service	
5.1.1	2	<p>A discharge letter is sent to the young person and all relevant parties (with the young person's consent) within 10 days of discharge. The letter includes the plan for:</p> <ul style="list-style-type: none"> • On-going care in the community/aftercare arrangements; • Crisis and contingency arrangements including details of who to contact; • Medication, including indication, monitoring arrangements, shared care protocols and longer term plans for specific medication, e.g. short term course of medication or reducing dosage over time; • Details of when, where and who will follow up with the young person as appropriate. 	9.1
5.1.2	1	When young people are transferred between community services there is a handover which ensures that the new team have an up to date care plan, risk assessment and allocated named person taking over their care. This should occur prior to the young person's first appointment with the new community service, to ensure they have all necessary information in time.	9.3
5.1.3	2	Teams continue to provide support to young people until their care is completely transferred to another community team, or back to the care of their GP.	9.4
5.1.4	1	<p>The team makes sure that young people who are discharged from hospital are followed up within 72 hours.</p> <p><i>Guidance: This may be in coordination with the Home Treatment/Crisis Resolution Team.</i></p>	9.2
5.1.5	1	For young people who are Looked After, arrangements for their continuing care are planned in conjunction with the relevant Local Authority Services.	
5.1.6	2	<p>Having left the service, young people can re-access the service if needed, within agreed timeframes.</p> <p><i>Guidance: This is clearly documented in the discharge information. There may be exceptions where young people require a generic assessment and where it may be appropriate to follow the initial referral pathway.</i></p>	

5.1.7	2	If young people are placed out-of-area, there are agreements for mental health care to be transferred once they return to the local area. <i>Guidance: For example, young people placed out of area for educational provision may require mental health support during holidays and should be able to re-access care when they return to the local area without needing to be re-referred</i>	
5.1.8	1	If the young person moves out of area and is being transferred to a new service, the responsibility is held with their current service until they receive their first assessment.	
5.2		Transfer to inpatient care	
5.2.1	1	There are clear procedures for staff to follow in situations where appropriate inpatient beds are required but not immediately available. <i>Guidance: The service ought to involve local commissioners.</i>	
5.2.2	1	When a young person is admitted to inpatient care, a community team representative attends and contributes to multi-agency meetings that include CPA or review meetings and discharge planning. <i>Guidance: This may be in person or via teleconferencing facilities, for example. The care co-ordinator should remain involved in the episode of care for the young person.</i>	
5.3		Transfer to adult mental health services	
5.3.1	1	There is active collaboration between CAMHS and Working Age Adult Services for young people who are approaching the age for transfer between services. This starts at least six months before the date of transfer. <i>Guidance: There is a documented transition plan in place, with contributions from all stakeholders.</i>	9.5
5.3.2	2	CAMH services have a named link person who liaises between services around transitions, who is responsible for leadership around transitions and monitors the quality of transition process.	
5.3.3	2	Where young people reaching the upper age limit of the service are not referred to adult mental health services, but access adult services at a later date, the CAMHS (including learning disability services) will	

		provide liaison to the adult service, if needed and with consent.	
5.3.4	2	<p>When young people are likely to need a referral to adult services, a joint transition meeting is organised between CAMHS and the adult team to ensure a comprehensive handover can take place.</p> <p><i>Guidance: Young people are included in any final discussions around transfer of care.</i></p>	

Section 6: Multi-Agency Working

Standard Number	Standard Type	Standard Criteria	CCQI Core Standard
6.1		The service has identified links within a range of services and agencies, including:	
6.1.1	1	Local GP surgeries or primary care services	
6.1.2	1	Paediatrics, development centres and other health services for children and young people, including neurological services where appropriate	
6.1.3	1	Education, education support services and school health services, including community paediatricians and school or college nurses. <i>Guidance: This should include specialist education provisions such as Special Schools and Pupil Referral Units.</i>	
6.1.4	1	Organisations which offer: <ul style="list-style-type: none"> • Housing support • Support with finances, benefits and debt management • Social services. 	10.2
6.1.5	1	Forensic mental health services	
6.1.6	1	Youth justice service	
6.1.7	1	Young people's drug and alcohol teams/substance misuse services	
6.1.8	1	Dietetics	
6.1.9	2	Community-based services which provide art/creative therapies	
6.2		The service has clear links and pathways with other agencies	
6.2.1	2	Documented inter-agency agreements clearly state the roles and responsibilities allocated to each organisation, and the names of responsible contacts. <i>Guidance: This should follow the service specification. This is reviewed annually as a minimum to meet service demands.</i>	
6.2.2	1	There are locally agreed health-based places of safety that are designed for young people with appropriate staffing levels and safeguards.	

6.2.3	1	<p>The team follows a joint working protocol/care pathway with the Home Treatment/Crisis Resolution Team in services that have access to one.</p> <p><i>Guidance: This includes joint care reviews and jointly organising admissions to hospital for young people in crisis.</i></p>	
6.2.4	1	<p>The team follows an agreed protocol with local police, which ensures effective liaison on incidents of criminal activity/ harassment/ violence and advice for young people in mental health crisis.</p>	
6.2.5	1	<p>The service/organisation has a care pathway for the care of young people in the perinatal period (pregnancy and 12 months post-partum) that includes:</p> <ul style="list-style-type: none"> • Assessment • Care and treatment (particularly relating to prescribing psychotropic medication) • Referral to a specialist perinatal team/unit unless there is a specific reason not to do so. 	10.3
6.2.6	1	<p>Young people can access help from mental health services 24 hours a day, seven days a week.</p> <p><i>Guidance: Out of hours, this may involve crisis/home treatment teams, psychiatric liaison teams.</i></p>	10.1
6.3		Staff engage in activities and initiatives to improve joint-working and liaison	
6.3.1	2	<p>There is regular collaboration between CAMHS and representatives from all other agencies involved in the young person's care, and this is documented in the clinical notes.</p>	
6.3.2	2	<p>CAMHS offer consultation and training to external partner agencies.</p> <p><i>Guidance: For example, by appointing link persons to work with education, social services, drug and alcohol teams, and primary healthcare. Training is delivered by appropriately qualified professionals.</i></p>	
6.3.3	3	<p>Joint working is facilitated through flexible initiatives such as secondments, rotational posts, split posts and opportunities for job shadowing across organisations.</p>	

Section 7: Staffing and Training

Standard Number	Standard Type	Standard Criteria	CCQI Core Standard
7.1		There are appropriate numbers of skilled staff	
7.1.1	1	There has been a review of the staff members and skill mix of the team within the past 12 months. This is to identify any gaps in the team and to develop a balanced workforce which meets the needs of the service.	
7.1.2	1	<p>The service has a mechanism for responding to low/unsafe staffing levels, when they fall below minimum agreed levels, including:</p> <ul style="list-style-type: none"> • A method for the team to report concerns about staffing levels • Access to additional staff members • An agreed contingency plan, such as the minor and temporary reduction of non-essential services. <p><u>Sustainability Principle: Prioritise Prevention</u></p>	19.1 
7.1.3	1	When a staff member is on leave, the team puts a plan in place to provide adequate cover for the young people who are allocated to that staff member.	19.2
7.1.4	1	There is an identified senior clinician (Band 7 or above, with relevant experience in managing clinical safety) available at all times who can attend the team base within one hour if required, to support decision-making around clinical safety. Remote consultation (e.g. video or phone) may be used where appropriate, provided it enables timely and effective decision-making.	19.3
7.1.5	1	Administrative support or procedures are in place to enable staff to support the effective running of the service.	
7.1.6	1	All staff have clearly defined job descriptions and job plans which are revised at least annually.	
7.1.7	3	<p>The team includes a fully inducted peer support worker who can share knowledge, experiences and support to those currently accessing the service.</p> <p><i>Guidance: This might include providing accounts of their experiences to new young people and parents/carers through a support group or documentation</i></p>	

7.1.8	1	<p>There is dedicated sessional time from psychologists in order to:</p> <ul style="list-style-type: none"> • Provide assessment and formulation of young peoples' psychological needs • Ensure the safe and effective provision of evidence based psychological interventions adapted to young peoples' needs through a defined pathway. 	6.1.2
7.1.9	2	<p>There is a whole-team approach to psychological management.</p> <p>Guidance: This could be demonstrated through MDT meetings, safety huddles, staff surveys and reflective practice.</p>	6.1.3
7.1.10	3	<p>There is dedicated sessional input from occupational therapists in order to:</p> <ul style="list-style-type: none"> • Provide an occupational assessment for those young people who require it • Ensure the safe and effective provision of evidence based occupational interventions adapted to young peoples' needs 	6.1.4
7.1.11	3	<p>There is dedicated sessional input from arts or creative therapists,</p>	6.1.5
7.1.12	3	<p>All staff members who deliver therapies and activities are appropriately trained and supervised.</p>	6.1.9
7.2		The service takes steps to ensure that staff are sufficiently qualified to fulfil their roles	
7.2.1	1	<p>New staff members, including temporary staff, receive an induction based on an agreed list of core competencies.</p> <p><i>Guidance: This should include arrangements for shadowing colleagues on the team; jointly working with a more experienced colleague; being observed and receiving enhanced supervision until core competencies have been assessed as met.</i></p>	20.2
7.2.2	2	<p>Appropriately experienced young person or parent/carer representatives are involved in the interview process for recruiting staff members.</p> <p><i>Guidance: These representatives should have experience of the relevant service.</i></p> <p><u>Sustainability Principle: Empowering Individuals</u></p>	20.1 
7.3		Staff are regularly appraised and supervised and know how to gain additional support when needed	

7.3.1	1	<p>All staff members receive an annual appraisal and personal development planning (or equivalent).</p> <p><i>Guidance: This contains clear objectives and identifies development needs.</i></p>	
7.3.2	1	<p>All clinical staff members receive clinical supervision at least monthly, or as otherwise specified by their professional body.</p> <p><i>Guidance: Supervision should be profession specific as per professional guidelines and provided by someone with appropriate clinical experience and qualifications.</i></p>	20.3
7.3.3	2	<p>All staff members receive line management supervision at least monthly.</p>	20.4
7.3.4	3	<p>Staff members are able to access reflective practice groups at least every six weeks where teams can meet to think about team dynamics and develop their clinical practice.</p> <p><u>Sustainability Principle: Staff Empowerment</u></p>	18.1 
7.3.5	1	<p>Legal advice is available to staff on issues such as information sharing, confidentiality, consent, rights and child protection</p> <p><i>Guidance: For example, staff have access to a solicitor on the children's panel who is familiar with the service and can offer up-to-date legal advice</i></p>	
7.3.6	1	<p>There are measures in place to ensure staff are as safe as possible when conducting home visits. These include:</p> <ul style="list-style-type: none"> • Having a lone working policy in place • Conducting a risk assessment • Identifying control measures that prevent or reduce any risks identified 	17.4
7.4		Staff members are supported by management	

7.4.1	1	<p>The service actively supports staff health and well-being.</p> <p><i>Guidance: For example, providing access to support services, providing access to physical activity programmes, monitoring staff sickness and burnout, assessing and improving morale, monitoring turnover, reviewing feedback from exit reports and taking action where needed.</i></p> <p><u>Sustainability Principle: Staff Empowerment</u></p>	21.1 
7.4.2	1	<p>Staff members are able to take breaks during their shift that comply with the European Working Time Directive or equivalent.</p> <p><i>Guidance: Staff have the right to one uninterrupted 20-minute rest break during their working day if they work more than six hours a day. Adequate cover is provided to ensure staff members can take their breaks.</i></p>	21.2
7.4.3	1	<p>Systems are in place to enable staff members to quickly and effectively report incidents and managers encourage staff members to do this.</p>	24.1
7.4.4	1	<p>When serious mistakes are made in care, this is discussed with the young/person and their parents/carers, an apology is given and actions taken as appropriate to mitigate the outcome of the mistake and/or prevent its recurrence. Any safeguarding concerns that have arisen through the incident should be raised and processed in line with policy.</p>	24.2
7.4.5	1	<p>Staff members, young people and parents/carers who are affected by a serious incident are offered post-incident support, as soon as reasonably and practically possible.</p> <p><i>Guidance: This includes attention to physical and emotional wellbeing of the people involved and post-incident reflection and learning review.</i></p> <p><u>Sustainability Principle: Empowering Individuals</u></p>	21.3 
7.4.6	1	<p>Lessons learned from untoward incidents and complaints are shared with the team and the wider organisation. There is evidence that changes have been made as a result of sharing the lessons.</p>	24.3
7.4.7	1	<p>Staff members feel able to challenge decisions and to raise any concerns they may have about standards of care. They are aware of the processes to follow when raising concerns or whistleblowing.</p>	18.2 

		<u>Sustainability Principle: Staff Empowerment</u>	
7.4.8	2	<p>Those in leadership roles are visible and present in the team and actively role model and promote an open learning culture. They are confident and competent in both listening and following up in line with freedom to speak up principles.</p> <p><i>Guidance: Staff know that incident reporting, learning from incidents and responsiveness to feedback are leadership priorities. If staff raise concerns they are confident their leadership will address it.</i></p>	
7.5		Staff members receive training consistent with their role, which is recorded in their personal development plan and is refreshed in accordance with local guidelines. This training includes:	22.1
7.5.1	1	<p>The use of legal frameworks, such as the Mental Health Act (or equivalent) and the Mental Capacity Act (or equivalent).</p>	22.1a
7.5.2	1	<p>Physical health assessment.</p> <p><i>Guidance: This includes training in understanding physical health problems, understanding physical observations and when to refer the young person for specialist input.</i></p>	22.1b
7.5.3	1	<p>Safeguarding vulnerable adults and children.</p> <p><i>Guidance: This includes recognising and responding to the signs of abuse, exploitation or neglect.</i></p> <p><u>Sustainability Principle: Prioritise Prevention</u></p>	22.1c 
7.5.4	1	<p>Risk assessment and risk management.</p> <p><i>Guidance: This includes assessing and managing suicide risk and self-harm</i></p>	22.1d
7.5.5	1	<p>Cognitive impairment, learning disability and autism, including awareness of neurodiversity and how to interact appropriately with autistic people and people who have a learning disability.</p>	22.1e
7.5.6	1	<p>Inequalities in mental health access, experiences, and outcomes for patients that acknowledge, accommodate and respect their protected characteristics</p> <p>Training and associated supervision should support the development and application of skills and</p>	22.1f

		competencies required in role to deliver equitable care.	
7.5.7	2	Carer awareness, family inclusive practice and social systems, including carers' rights in relation to confidentiality.	22.1g
7.5.8	2	The service is able to support the training needs of the team including shared in-house multi-disciplinary team training, education and practice development activities. This should occur in the service at least every three months.	
7.5.9	2	Young people and parent/carer representatives are involved in delivering and developing training. <i>Guidance: Young people and parents/carers should have experience of using a similar service.</i>	22.2
7.6		Staff work effectively as a team or network	
7.6.1	2	The team uses monthly business meetings to review progress against its own plan/strategy, which includes objectives and deadlines in line with the broader organisation's strategy.	
7.6.2	1	Frontline staff are consulted on relevant management decisions such as service developments and developing and reviewing operational policies.	
7.6.3	1	Managers ensure that policies, procedures and guidelines are formatted, disseminated and stored in ways that front-line staff members find accessible and easy to use.	
7.6.4	1	The team has a timetabled meeting at least once a week to discuss allocation of referrals, current assessments and reviews. This is minuted and recorded in documentation. <i>Guidance: Referrals that are urgent or that the team feel do not require discussion can be allocated before the meeting.</i>	5.2
7.6.5	3	There is a commitment and financial support to enable staff to contribute to multi-centre clinical audit or research	

Section 8: Location, Environment and Facilities

Standard Number	Standard Type	Standard Criteria	CCQI Core Standard
8.1		CAMH services are accessible	
8.1.1	3	Everyone is able to access the service using public transport or transport provided by the service.	1.2
8.1.2	2	There is sufficient car parking space for visitors, including allocated spaces for disabled access.	
8.1.3	1	The environment complies with current legislation on accessible environments. <i>Guidance: Relevant assistive technology equipment, such as handrails, are provided to meet individual needs and to maximise independence.</i>	17.3
8.1.4	2	The team offers appointments both in person and virtually, and patient preference is taken into account	1.7
8.2		Environments in which CAMH services are delivered are managed so that the rights, privacy and dignity of young people and their parents/carers are respected	
8.2.1	2	The service environment is clean, comfortable and welcoming.	17.1
8.2.2	2	CAMHS practitioners have access to large and small rooms suitable for individual and family consultations	
8.2.3	1	Clinical rooms are private and conversations cannot be easily over-heard.	17.2
8.2.4	2	Waiting areas are sufficiently spacious and young person-friendly. <i>Guidance: Play and reading materials are age- and developmentally-appropriate for the whole age range. Where possible, reasonable adjustments should be made for sensory needs.</i>	
8.2.5	1	All patient information is kept in accordance with current legislation. <i>Guidance: This includes transfer of patient identifiable information by electronic means. Staff members ensure that no confidential data is visible beyond the team by locking cabinets and offices, using swipe cards and having password protected computer access.</i>	16.4

8.2.6	1	Staff members are easily identifiable (for example, by wearing appropriate identification).	
8.3		CAMH services are delivered in safe environments	
8.3.1	1	If teams see young people at their team base, the entrances and exits are visibly monitored and/or access is restricted.	
8.3.2	2	The team base is securely separated from adult services. <i>Guidance: There are separate areas and entrances for adult and CYP services, and access to CYP services is restricted</i>	
8.3.3	1	An audit of environmental risk is conducted annually, and a risk management strategy is agreed. When consultation takes place in a new setting, staff carry out a risk assessment regarding the safety of the environment and its suitability for meeting the needs of the consultation	
8.3.4	2	Low-stimulation environments are available to meet the needs of young people who require them, including designated quiet areas. <i>Guidance: Rooms may be multi-functional if necessary, although young people with additional needs must be able to access quiet spaces. For example, waiting areas are kept tidy or materials can be easily put away; there is access to low stimulation areas for 'quiet time' if necessary; this is particularly relevant for services working with young people with learning disabilities.</i>	
8.3.5	1	There is a system by which staff are able to raise an alarm if needed.	17.5
8.3.6	1	A collective response to alarm calls and fire drills is agreed before incidents occur. This is rehearsed at least annually.	
8.3.7	1	Emergency medical resuscitation equipment (crash bag) is accessible as required by trust/organisation guidelines, and is maintained and checked weekly, and after each use. The team know the location of the resuscitation equipment.	

8.4		Staff have sufficient office facilities and IT systems	
8.4.1	2	<p>Staff report they have sufficient space to complete administrative work.</p> <p><i>Guidance: Staff can access suitable space to make confidential phone calls</i></p>	
8.4.2	1	<p>There are sufficient IT resources (e.g. computer terminals) to provide all practitioners with easy access to key information, e.g. information about services/conditions/ treatment, young people's records, clinical outcome and service performance measurements.</p>	

Section 9: Commissioning and Service Management

Standard Number	Standard Type	Standard Criteria	CCQI Core Standard
9.1		Commissioner-provider relationships are collaborative and effective	
9.1.1	1	Senior managers work collaboratively with the CAMHS commissioning lead for each commissioning agency involved and are aware of their responsibilities as outlined in the service specification.	
9.1.2	1	The service is explicitly commissioned or contracted against agreed standards. <i>Guidance: This is detailed in the Service Level Agreement, operational policy, or similar, and has been agreed by funders.</i>	
9.1.3	2	There is a widely understood CAMHS strategy that the local population can access. <i>Guidance: For example, for universal, targeted and specialist services.</i>	
9.1.4	2	There is a mechanism for CAMHS to highlight system-wide commissioning gaps, for example the needs of autistic children and young people and those with a learning disability. There is a local response to meeting these young people's needs. <i>Guidance: For example, in England this would be on the local dynamic support register and would be in line with the CETR/DRS policy or local equivalent.</i>	
9.2		Service development is a collaborative, inclusive process	
9.2.1	2	The following groups are involved in and consulted on the development of the commissioning strategy: <ul style="list-style-type: none"> Young people and families who may access the service. This should include young people and families from diverse backgrounds, autistic young people and young people with a learning disability; CAMHS staff, including frontline staff; Local community groups and partner agencies 	
9.2.2	2	Services are developed in partnership with appropriately experienced young people and parents/carers and they have an active role in decision making.	12.3

9.2.3	3	<p>The service has a meeting, at least annually, with all stakeholders to consider topics such as referrals, service developments, issues of concern and to reaffirm good practice.</p> <p><i>Guidance: Stakeholders could include staff member representatives from inpatient, community, adult, acute/paediatric, social care, voluntary sector partners and primary care teams as well as young person and carer representatives.</i></p>	
9.2.4	1	<p>The team asks young people and parents/carers for their feedback about their experiences of using the service and this is used to improve the service.</p> <p><i>Guidance: For example, this may take the form of a combination of suggestions boxes, discharge questionnaires, follow-up letters, satisfaction surveys, focus groups.</i></p> <p><u>Sustainability Principle: Empowering Individuals</u></p>	12.1 
9.2.5	2	<p>Feedback received from young people and parents/carers is analysed and explored to identify any differences of experiences according to protected characteristics.</p>	12.2
9.2.6	2	<p>The team is actively involved in quality improvement activity.</p>	24.4
9.2.7	2	<p>The team actively encourage young people and parents/carers to be involved in Quality Improvement (QI) initiatives.</p> <p><i>Guidance: This could include current, or past young people and parents/carers.</i></p>	24.5
9.2.8	3	<p>The service reviews the environmental and social value of its current practices against the organisation's or NHS green plan. It identifies areas for improvement and develops a plan to increase sustainability in line with principles of sustainable services (prevention, service user empowerment, maximising value/minimising waste and low carbon interventions).</p> <p><i>Guidance: Progress against this improvement plan is reviewed at least quarterly with the team.</i></p>	18.3

QNCC

The Royal College of Psychiatrists
21 Prescot Street
London
E1 8BB