

## Change idea

Develop a clear discharge process for Havering CAMHS that can be communicated to staff, young people and their families.

### Predictions

- A clear process will enable clinicians to be more consistent, safe and confident in their discharge decisions.
- A better understanding of what clinicians expect and need in relation to supervision, training and support.
- Young people and their families are better prepared and informed about discharge conversations and processes.

### What we are doing

- Reviewing and mapping current practices against the service's Standard Operating Procedure (SOP) and QNCC (Quality Network for Community CAMHS) standards.
- Engagement with clinicians to understand:
  - Their current practice (how they start discharge process/ conversation).
  - Where they feel there are barriers/challenges, and what can prevent discharge.
  - How clinical supervision can support discharge.
- Facilitated several engagement sessions with young people to understand their experiences of discharge – what went well and what needs improving.
- Team using all this to develop a process map/checklist that articulates what should happen at discharge – from both a clinician and service user perspective.

### Learning so far

- SOP is vague so need a clear document that articulates discharge process and expectations.
- Insights from clinician engagement:
  - Clinicians. unsure of the process
  - Risk/safeguarding can sometimes impact the process
  - Discharge not discussed enough in supervision.
- Insights from engagement with young people:
  - Not clear when discharge is happening.
  - Worry about being discharged.
  - Uncertainty about re-referral.
- Outcomes from the discharge pathway mapping meeting on 29/09:
  - Some processes are in place but do not form a standardised structure.
  - Supervision /discussion of cases are important to influence readiness of both family, child and clinician.
  - Developed guidance around discharge checklist.
  - Identified 5 areas of discharge/transfer (QNCC).
  - Develop guidance on discharge letter

### Next steps

- Mapping the discharge pathway will allow work to start on some other change ideas:
  - Plan training on discharges and case management supervision.
  - Test and implement the 5 discharge / transfer pathways.