

Video Consultation in CAMHS in COVID 19

The CWTCH model

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CWTCH CYMRU



What is the CWTCH Model?

- CWTCH (*Connecting with Telehealth to Communities and Hospitals for Healthcare*) funded by the Health Foundation in 2019
- Uses video consultation (VC) for assessments in child and adolescent mental health (CAMHS)
- Experience and lessons learnt from using video consultation in mental health settings



CWTCH Principles

- Setting a team
- Hub and spoke model
- Co production
- Safeguarding
- Suitability
- Safety
- RISK
- Confidentiality
- Informed Consent
- Infrastructure- equipment, platform
- Technical support
- Communication
- Branding
- Evaluation
- Patient centred
- Role of social media

The CWTCH Model – Ready, Set, Go

The CWTCH model has 3
phases of preparation

Ready

Set

Go

CWTCH Ready phase

Checklists

- Technical readiness
- Clinical readiness

Workflow

Define clinical criteria

Clinical space

Equipment

Virtual platform

Training

Contingency planning



CWTCH Set phase

Each service will know what works best for its staff, service and overall needs

Roles and responsibilities

- The Lead (organisational & clinical)
- Clinical team
- CWTCH Champions (encourage & push the vision)
- Evaluation lead
- Management support
- Administrative staff



CWTCH Set phase

Plan and integrate VC into existing systems

- Process mapping

Risk, Safeguarding & Ethical Guidelines

- Safeguarding principles
- Conduct risk assessments
- Ethical guidelines

Information governance

Contingency Planning

Safety net



CWTCH Set phase

Information, transparency & patient consent

- Implied and explicit
- Patient who lack capacity
- Documentation of video consultation

Satisfaction, Evaluation and Data Collection



CWTCH Go phase

Final checks

- Workstations set up
- Administrative processes - send appointments & collect evaluations
- Clinician training
- Materials ready



We're delighted to endorse the CWTCH project; the innovation has led to savings in efficiency, economy and environment, whilst maintaining quality in patient engagement.

The innovation exemplifies Welsh Governments aspirations around health transformation and technology, as identified within 'A Healthier Wales', and we're excited to support it's development and timely application.

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THANK YOU

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Cwtch Gwent



https://www.youtube.com/watch?v=6hWnM68glhw&list=UUu98Zefjf0bb2yj_cxFbB1g&index=3&t=65s

