# Data collection tool for dedicated teams providing urgent and emergency mental health care and intensive home treatment to children and young people

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This questionnaire is for teams that comprise the 24/7 pathway for children and young people requiring urgent and emergency mental health care and intensive home treatment. One tool should be completed for each team. Data should be for collected about children and young people from age 0 to under 18 years.

This important voluntary survey, commissioned by NHS England, is intended to help commissioners and service providers to identify key strengths and gaps locally, benchmark performance, and drive local quality improvement.

This tool complements the CCG comprehensive pathway questionnaire setting out the overall urgent and emergency mental health care and intensive home treatment pathway for children and young people.

We would be grateful if one tool is completed by each team. Wider NHS CAMHS services should not complete this tool.

To find out how we will use your data, please see our CCQI privacy notice

Need help completing this form? Please contact the Mental Health Care Pathways programme team at the Royal College of Psychiatrists' Centre for Quality Improvement (CCQI):

Telephone: 020 3701 2600

Email: aba.emergcyp@rcpsych.ac.uk

Q1a	Name:
Q1b	Job title:
Q1c	Email address:
Q1d	Contact phone number:
Q2	Trust or Organisation:
Q3	Team name:

Your contact details

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Q4	CCG(s) covered by this service		
	NHS Luton CCG	NHS Nottingham West CCG	NHS Southwark CCG
	NHS Manchester CCG	NHS Oldham CCG	NHS St Helens CCG
	NHS Mansfield & Ashfield CCG	NHS Oxfordshire CCG	NHS Stafford and Surrounds CCG
	NHS Medway CCG	NHS Portsmouth CCG	NHS Stockport CCG
	NHS Merton CCG	NHS Redbridge CCG	NHS Stoke on Trent
	NHS Mid Essex CCG	NHS Redditch and Bromsgrove CCG	CCG  NHS Sunderland CCG
	NHS Milton Keynes CCG	NHS Richmond CCG	NHS Surrey Downs CCG
	NHS Morecambe Bay	NHS Rotherham CCG	NHS Surrey Heath CCG
	NHS Nene CCG	NHS Rushcliffe CCG	NHS Sutton CCG
	NHS Newark &	NHS Salford CCG	NHS Swale CCG
	Sherwood CCG	NHS Sandwell and West	NHS Swindon CCG
	NHS Newcastle Gateshead CCG	Birmingham CCG	NHS Tameside and
	NHS Newham CCG	NHS Scarborough and Ryedale CCG	Glossop CCG NHS Telford & Wrekin
	NHS North Cumbria	NHS Sheffield CCG	CCG
	CCG NHS North Derbyshire	☐ NHS Shropshire CCG	NHS Thanet CCG
	CCG	☐ NHS Somerset CCG	NHS Thurrock CCG
	NHS North Durham CCG	NHS South Cheshire CCG	NHS Tower Hamlets CCG
	NHS North East Essex CCG	NHS South Devon and Torbay CCG	NHS Trafford CCG
	NHS North East	NHS South East Staffs	NHS Vale of York CCG
	Hampshire and	and Seisdon and	NHS Vale Royal CCG
	Farnham CCG  NHS North East	Peninsular CCG  NHS South Eastern	NHS Wakefield CCG
	Lincolnshire CCG	Hampshire CCG	NHS Walsall CCG
	NHS North Hampshire CCG	NHS South Kent Coast CCG	NHS Waltham Forest CCG
	NHS North Kirklees CCG	NHS South Lincolnshire CCG	NHS Wandsworth CCG
	NHS North Lincolnshire	NHS South Norfolk CCG	NHS Warrington CCG
	CCG	NHS South Sefton CCG	NHS Warwickshire North CCG
		NHS South Tees CCG	NHS West Cheshire
	Staffordshire CCG	NHS South Tyneside	CCG
	NHS North Tyneside	CCG	NHS West Essex CCG
	CCG NHS North West Surrey	NHS South Warwickshire CCG	NHS West Hampshire CCG
	CCG	NHS South West	NHS West Kent CCG
	NHS North, East, West	Lincolnshire CCG	NHS West Lancashire
	<ul><li>Devon CCG</li><li>NHS Northumberland</li></ul>	NHS South Worcestershire CCG	CCG NHS West
	CCG	NHS Southampton CCG	Leicestershire CCG
	NHS Norwich CCG	NHS Southend CCG	NHS West London (K&C
	NHS Nottingham City CCG	NHS Southern	& QPP) CCG  NHS West Norfolk CCG
	NHS Nottingham North	<ul><li>Derbyshire CCG</li><li>NHS Southport and</li></ul>	NHS West Suffolk CCG
	& East CCG	Formby CCG	INTID WEST SUITOR CCG

Q4	CCG(s) covered by this servic	e: (Tick all that apply)	
	NHS Wigan Borough CCG NHS Wiltshire CCG	NHS Wirral CCG NHS Wolverhampton CCG	NHS Wyre Forest CCG
	Other:		

# **Details about this team**

Q5	Functions the team provides (Tick all that apply):
	Support, advice and triage
	Crisis assessment in A&E
	Crisis assessment in the community
	Crisis and brief response in A&E
	Crisis and brief response in the community
	Intensive home treatment (intensive intervention etc.)
	Safe haven or crisis café
	Short term in-patient mental health bed or crisis & recovery house
Q6	Team model type:
	Dedicated children and young people's urgent and emergency team or sub team
	Children & young people's inpatient hub and spoke model
	Integrated children and young people's mental health (CYPMH) and social care
	Combined/integrated services for all ages
	Adult team responding to young people aged 16 years plus
	Safe haven or crisis café
	Short term in-patient mental health bed or crisis & recovery house
	Other
	If other, please specify

Q7	Inpatient hub & spoke onlyIs the unit specifically commissioned or contracted to deliver face to face crisis response, intensive home treatment or admission avoidance interventions?  Yes
	O No
that id	ient hub & spoke only(Note: This contract should be a specific requirement, above and beyond dentified in the national service specification. This service element does not include assessment dmission, outreach liaison work post-discharge etc.)
Q7a	Inpatient hub & spoke onlyWho are the parties to this contract? (tick all that apply)
	NHS England specialised commissioning
	Local CCG(s)
	Local Authority
	Other
	Please specify
Q7b	Inpatient hub & spoke onlyWhich agencies contribute financially to the contract? (tick all that apply)
	NHS England Specialised commissioning
	Local CCG(s)
	Local Authority
	Other
	Please specify
Q8	Short term bed services onlyFor respite services; is the service specifically commissioned or contracted to provide urgent and emergency mental health care for children and young people under 18?
	O Yes
	○ No
Q8a	Short term bed services onlyWho are the parties to this contract? (tick all that apply)
	NHS England specialised commissioning
	Local CCG(s)
	Local Authority
	Other
	If other, please specify

NHS England Specialised commissioning
Milo England Specialised commissioning
Local CCG(s)
Local Authority
Other
If other, please specify

Q9	Crisis cafes and short term bed services onlyWho is the provider of the crisis cafe/respite service?  NHS Trust  Local authority  Voluntary/third sector
Q10	Inpatient hub & spoke services onlyFor inpatient hub & spoke services; is the geography or population served for face to face crisis response, intensive home treatment or admission avoidance interventions defined by the commissioner/s?  Yes  No
Q10a	Inpatient hub & spoke services onlyHow is the area covered by this service defined?  Travelling distance  CCG or LA areas  According to clinical need and effectiveness  Other  If other, please specify
Q11	What is the age range for this team?  Lower age boundary - lowest age accepted:  Upper age boundary - highest age accepted:

Q12	All services except short term beds:Does your team operate 24/7?  Yes  No
Q12a	If no:What time does the service open and close operation on a typical weekday? (Please enter a standard 24 hour clock format HH:MM).  Weekday Open:  Weekday Close:
Q12b	If no:What time does the service open and close operation on a typical weekend day?  Weekend Open:  Weekend Close:
Q13	Short term bed services only What is the maximum stay for the short term in-patient mental health bed or crisis/recovery house?  Up to 24 hours  Up to 48 hours  Up to 72 hours  Over 72 hours

Access

### All services except short term beds:Staffing

Please describe the number of Whole Time Equivalent (WTE) staff in this service.

Guidance: Please include each staff member in the relevant row, but do not include the same staff member in more than one row. Each staff member should only be counted once.

**All ages teams only**<u>If your team serves all ages</u>, please enter the total staff in your team in the first staffing section, and the subset of CYP trained and experienced staff in the second section:

**Inpatient hub & spoke teams only**<u>If you operate an inpatient hub and spoke service</u>, please enter the total staff in your ward in the first staffing section, and the subset of staff providing urgent and emergency care/admission avoidance in the second section:

### All staff in the team (WTE):

Manager/team leader: (if team leader is	
also clinical, please state WTE for managerial	
activity in this category and clinical activity	
WTE under their profession below)	
Registered Nurses: (All nursing staff	
registered with the NMC)	
,	
Registered Social Workers:	
Registered Occupational Therapists:	
Registered clinical (or other) Psychologists:	
Consultant Psychiatrist/non-training grade specialist doctor:	
Consultant Paediatrician/non-training grade specialist doctor:	
<b>Support Workers:</b> (An unqualified professional or professional in training, e.g. healthcare assistant, OT support worker, psychology assistant, trainee psychologist etc.)	
Youth worker:	
<b>Pharmacists:</b> (Including pharmacy technicians)	
<b>Non-medical prescribers:</b> (If a staff member is both, e.g. nurse and NMP, please include in this category and not nursing category)	
<b>Peer Support Workers:</b> (A service user or carer employed by the service to support other service users and/or carers)	
<b>Administrators:</b> (Including medical secretaries, PAs, etc.)	

All-ages teams only**Of the total staffing, how many CYP trained and experienced staff are there?** 

Manager/team leader: (if team leader is also clinical, please state WTE for managerial activity in this category and clinical activity WTE under their profession below)	
<b>Registered Nurses:</b> (All nursing staff registered with the NMC)	
Registered Social Workers:	
Registered Occupational Therapists:	
Registered clinical (or other) Psychologists:	
Consultant Psychiatrist/non-training grade specialist doctor:	
Consultant Paediatrician/non-training grade specialist doctor:	
<b>Support Workers:</b> (An unqualified professional or professional in training, e.g. healthcare assistant, OT support worker, psychology assistant, trainee psychologist etc.)	
<b>Pharmacists:</b> (Including pharmacy technicians)	
<b>Non-medical prescribers:</b> (If a staff member is both, e.g. nurse and NMP, please include in this category and not nursing category)	
<b>Peer Support Workers:</b> (A service user or carer employed by the service to support other service users and/or carers)	
Youth worker:	
Administrators:	
ent hub and spoke only <b>Of the total staffing, h</b> gency/ admission avoidance (WTE)?	now many staff provide urgent and
Manager/team leader: (if team leader is also clinical, please state WTE for managerial activity in this category and clinical activity WTE under their profession below)  Registered Nurses: (All nursing staff	
registered with the NMC)	
Registered Social Workers:	
Registered Occupational Therapists:	
Registered clinical (or other) Psychologists:	
Consultant Psychiatrist/non-training grade specialist doctor:	
Consultant Paediatrician/non-training grade specialist doctor:	

## **Assessment and referrals**

If data are not available for any or all of these questions, please leave them blank.

Q15	How many urgent & emergency referrals for <u>all</u> <u>ages</u> did you receive between 01 January – 31 March 2018?	-
	Of the total referrals, how many received support, advice and triage by telephone (without face-to-face assessment)?	
	Of the total referrals, how many received a face-to-face assessment?	
	Of the total number of face-to-face assessments, how many commenced within 4 hours?	
	Of those that had a face-to-face assessment, how many were referred or accepted for treatment?	
Q16	How many urgent & emergency referrals for children and young people under 18yrs of age did you receive between 01 January – 31 March 2018?	
	Of this total, how many received support, advice and triage by telephone (without face-to-face assessment)?	
	Of the total, how many received a face-to-face assessment?	
	Of these, how many commenced face-to-face assessment within 4 hours?	
	Of those that had a face-to-face assessment, how many were referred or accepted for treatment?	
	re unable to separate referral figures for these f	assessement <i>and</i> intensive home treatment and unctions, please leave 17a blank and answer
Q17a	Teams offering home treatmentHow many referrals for intensive home treatment for children and young people under 18 did you receive between 01 January - 31 March 2018?	
Q 17 b		

Q 17 c	If unable to provide exact data, please estimate the percentage of CYP who are taken on for intensive home treatment (as a percentage of all CYP urgent and emergency referrals)	
Q18	Crisis cafes onlyHow many visits or admissions for children and young people under 18 did you receive at the safe haven/crisis café between 1 January – 31 March 2018?	
Q19	Short term bed services onlyHow many beds do you have?	
Q20	Short term bed services onlyHow many admissions for children and young people under 18 did you receive to the respite/crisis house between 1 January – 31 March 2018?	
Q21	Does the team accept (Tick all that apply):  Self-referrals from service users, parents services Self-referrals from new service users, par services None of the above	

Q22	Is there a published mental health phone line that children and young people, or parents and carers, can call 24/7 when in a mental health crisis?
	O Yes
	○ No
Q23	Teams offering crisis assessmentWhere can your team conduct crisis assessments? (Tick all that apply)
	Emergency department
	Medical/paediatric ward
	CYP community mental health service site
	Adult/all-ages community mental health service site
	Health-based place of safety/section 136 suite
	Safe haven/crisis house/crisis café
	Multi-agency setting, e.g. social care/voluntary sector
	School or college
	GP surgery
	Person's home
	Other
	Please specify:

### Collaboration and shared decision-making Q24 Teams offering crisis assessmentAre children and young people given a written (or electronic) initial care plan after the assessment which was developed in collaboration with them? Yes No Clinical outcome measures Q25 Which of these outcome measures are routinely requested to be used in the service? (tick all that apply) HoNOS-CA (Child and Adolescent) -Brief Parental Self Efficacy Scale Clinician (BPSES) CHI-Experience of Service Questionnaire HoNOS-CA (Child and Adolescent) - SR (ESQ) HoNOS-LD (Learning Disabilities) Child Group Session Rating Score HoNOS-Secure (CGSRS) Child Outcome Rating Scale (CORS) ODD (Parent) Child Session Rating Scale (CSRS) Kessler Psychological Distress Scale 10 Children's Revised Impact of Event MAMS (Me and My School) Scale (8) (CRIES 8) **Questionnaire** Children's Global Assessment Scale Me and My Feelings Questionnaire (CGAS) Outcome Rating Scale (ORS) Clinical Outcomes in Routine Evaluation 10 (CORE 10) Patient Health Questionnaire (PHQ-9) Commission for Health Improvement Questionnaire about the Process of Experience of Service Questionnaire Recovery (QPR) (CHI-ESQ) RCADS (Revised Children's Anxiety and Comprehensive Assessment of At-Risk Depression Scale) Mental States (CAARMS) SCORE-15 Index of Family Functioning **Current View** and Change Strengths and Difficulties Questionnaire **DIALOG** (SDQ) Eating Disorder Examination Session Feedback Questionnaire (SFQ) Questionnaire (EDE-Q) Session Rating Scale (SRS) Friends & Family Test Sheffield Learning Disabilities Outcome Genralised Anxiety Disorder 7 (GAD-7) Measure (SLDOM) Goal Bases Outcomes (GBO) Short Warwick-Edinburgh Mental Well-Group Session Rating Scale (GSRS) being Scale (SWEMWBS) Warwick-Edinburgh Mental Well-being HoNOS-ABI Scale (WEMWBS) HoNOS Working Age Adults Young Child Outcome Rating Scale (YCORS) HoNOS 65+ (Older Persons) YP-CORE HoNOS-CA (Child and Adolescent) -Parent

Other:

# Q26 Does the CCG, or the dedicated team have a written strategy/strategies to identify and address any mental health care inequalities in access, experience and outcomes from using mental health services? Yes No Q27 Is there routine monitoring of detection, referral and treatment of children and young people from all special populations? Yes

Collecting demographic data

No

Guidance: Special populations may involve looked after children, young carers, black and minority ethnic populations, those in contact with the youth justice system, homeless children and young people, children and young people who have experienced or are at risk of sexual exploitation, abuse and/ or trauma.

Many thanks for completing this survey. A report on urgent and emergency care for children and young people will be created for each CCG in the coming months, and will be sent to the person named in the 'contact details' section.