

OPEN UP, REACH OUT

TRANSFORMATION PLAN FOR THE **EMOTIONAL WELLBEING**
AND **MENTAL HEALTH** OF **CHILDREN** AND **YOUNG PEOPLE**
IN ***SOUTHEND, ESSEX*** AND ***THURROCK***.

2015-2020

Published December 2015



What you have told us about mental health

We have been listening to your views about mental health to create a plan for improvements.

Over the last three years, we have gathered feedback from surveys and met various groups of children and young people. We had some help from the youth councils in Southend, Essex, Thurrock, and Healthwatch Essex, who produced the YEAH! Report, which stands for Young Essex Attitudes on Health and Social Care #EssexYEAH

These are some of the things you said:

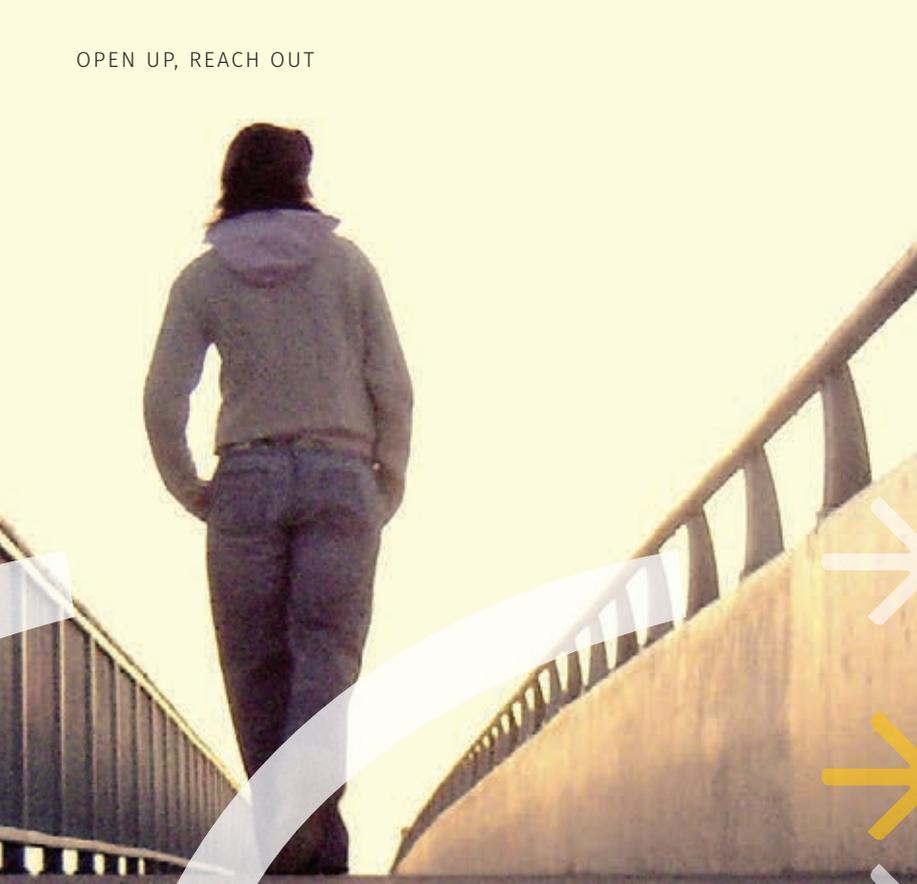
“Sometimes, you have to wait a long time for a referral.”

“Problems get **“brushed off.”**”

“People **don’t know enough** about **mental health** or the **services** available. We need more people who **know how to help.**”

“There is still a **strong stigma** attached to mental health. Services in more **familiar** and **friendlier places** would help.”

“We would look to **school for support**, but it’s not always there.”



Some of the relevant findings from the **Healthwatch Essex YEAH! Project**



8 in 10 young people did not know how to get mental health support



9 in 10 wanted to learn about mental health

Some suggested that learning about mental health should be mandatory in schools, like sexual health and drugs

Many observed that people need help for self-harm and eating disorders

Young people who had tried to get services had waited too long

Some described the place they went to for help as unfriendly and not in tune with their situation or needs.

“My best friend has an **eating disorder**, and was **treated badly** in school. We were **never taught** about eating disorders, and therefore she **never spoke to anyone** and was eventually admitted to hospital. My school dealt with her **badly** when she returned. If we had been **taught** about it, maybe it wouldn't have become such a problem for her if she knew **who to talk to.**”

“I was **scared** about getting help (the **tiny amount** of help that was available), so **no-one knows** and my issues could still continue. It would be a lot better if everyone was **aware**. Everyone should be **informed.**”

“I have experienced **self-harm, depression** and maybe other mental illnesses. I decided to get **counselling**, but I **didn't know** where to go.”

YEAH stands for Young Essex Attitudes on Health and Social Care. For further information, visit: <http://www.healthwatchessex.org.uk/wp-content/uploads/2015/03/The-YEAH-Report-Healthwatch-Essex-March-2015.pdf>

Some of **your suggestions** for our **transformation plan**

- ▶ We spend a lot of time in school. This is where help should be offered, no matter what time of day or which year you are in. There should be more contact between schools and health services.
- ▶ Lessons about mental health should be available for all years. They should give a true representation and not skim the surface.
- ▶ When there is help available, everything should be taken into consideration like relationships and family life.
- ▶ Trust and confidentiality is most important.
- ▶ Additional workers are needed to shorten waiting times.
- ▶ We need to bust the myths. People should be encouraged to speak openly and truthfully about experiences, symptoms and signs.
- ▶ There should be more information about self-help and where to go for more help, if you need it.

Open up, Reach out – here's what we're going to do

Improve access and equality

We are making it easier to get help by joining up all the mental health services of the NHS and the care services of Southend, Essex and Thurrock councils. This means “one service” and “one way in” to lead you to the advice and support you need, when you need it.



Build capacity and capability in the system

You're right, there aren't enough resources. We are increasing our annual spend on services by more than £3 million. This will fund more staff and develop new services over the next three years.



Build resilience in the community

Mental health should be everyone's business. We are improving information for children, young people, families and everyone who works with children and young people, including training for schools.

What drives our plan - 6 principles we got from you

1 **Early action** – avoiding and preventing mental health problems

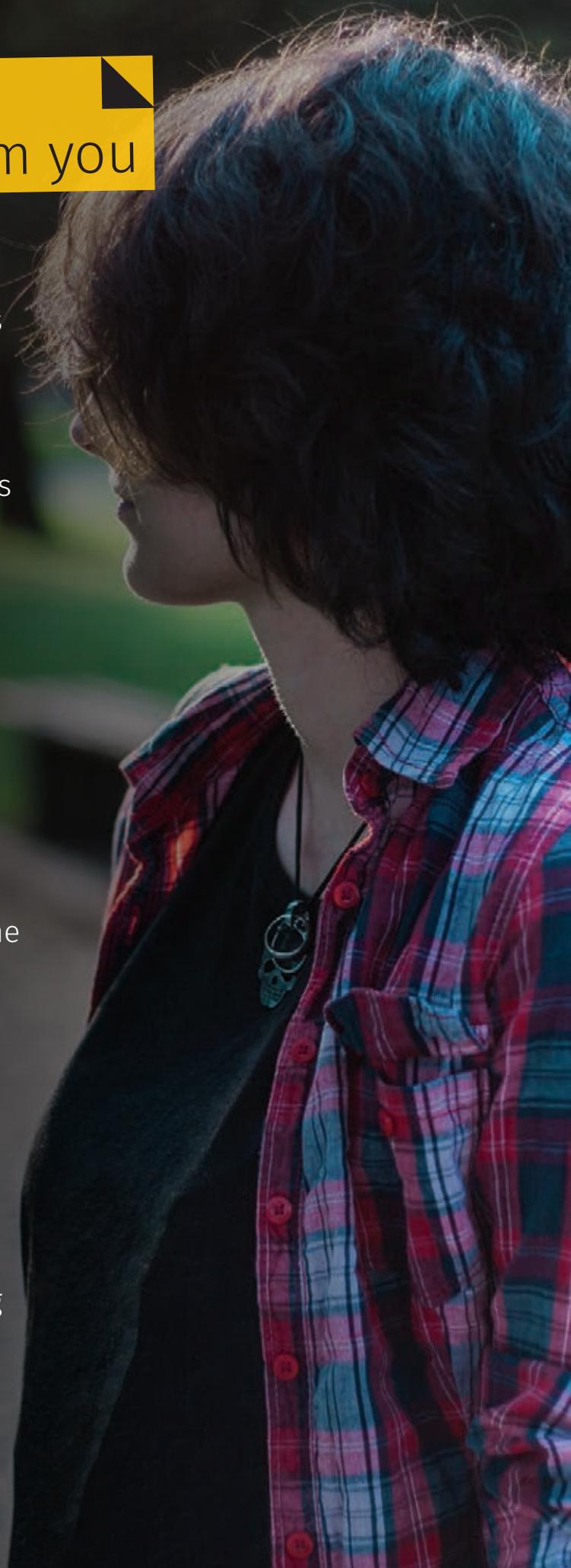
2 **No judgement, no stigma** – with care that is right for each individual, delivered in safe places and with children and young people having a say in decisions

3 **Support for the whole family** – with care as a part of daily life, backed up by professionals and specialists when needed

4 **Inform and empower** – with information there for everyone and simple to access, providing the tools for self-care and resilience, as well as recovery

5 **Joined-up services** – efficient, effective and clear for all to understand

6 **Better outcomes** – through evidence-based care and listening and responding to feedback



Open up, Reach out – what we are aiming for over the next five years

Here's how we are transforming emotional wellbeing and mental health services for children and young people in Southend, Essex and Thurrock.

- To begin with, the right kind of support should be there for you in daily life. You and people around you should have the information and advice you need to understand mental health and how to cope with the challenges that life brings.
- You, your family and others should be able to find information quickly and easily, such as online tools for self-help.
- Where professional help is needed, specialists will be ready to step in at an early stage, in convenient, friendly places where young people feel safe, listened to and respected.
- Workers within services will have the training and skills to understand needs early on and give the right support.
- Children and young people will have a say about their own care and in the design and development of services.
- Expert help for long term and serious problems will expand across Southend, Essex and Thurrock.
- Experts will be ready to act quickly in a crisis, whenever and wherever that may be.

What the new service will look like

Our transformation plan for the emotional wellbeing and mental health of children and young people in Southend, Essex and Thurrock is a five-year plan, but changes have already started.



From 1 November 2015, we introduced a new **Emotional Wellbeing and Mental Health Service**. The organisation that provides the service is called NELFT NHS Foundation Trust, or just NELFT for short.



Wherever you live in Southend, Essex or Thurrock, there's just one way in to services to make things easier.

How to get help when you need it

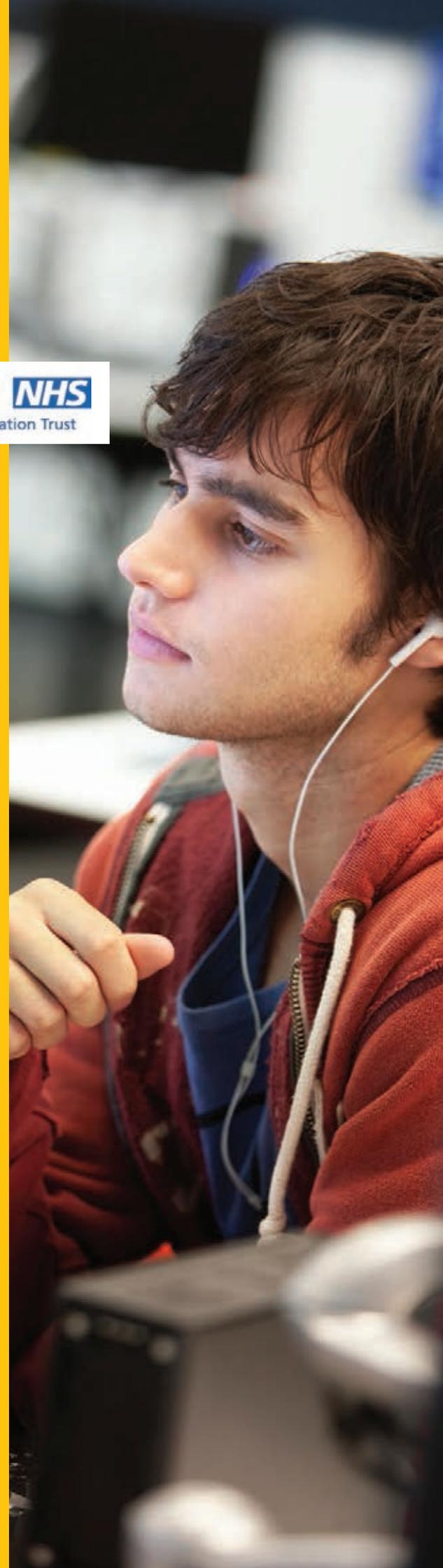
- You can see your **GP** or other **health and care professional** and **they could make a referral for you**
- You can make your **own referral** by **phone** or by **email**, using the contact details below:

Call NELFT on **0300 300 1600** during working hours, 9am-5pm, Monday to Friday.

If you need the Crisis Support Service outside working hours or over the weekend, please call the NELFT switchboard on **0300 555 1201** and ask for the Crisis Support Service available 24 hours a day, 365 days of the year for all young people across Southend, Essex and Thurrock.

For all general enquiries you can email: **ewmhs@nelft.nhs.uk**
To request a service, or to make a referral email: **NELFT-EWMHS.referrals@nhs.net**

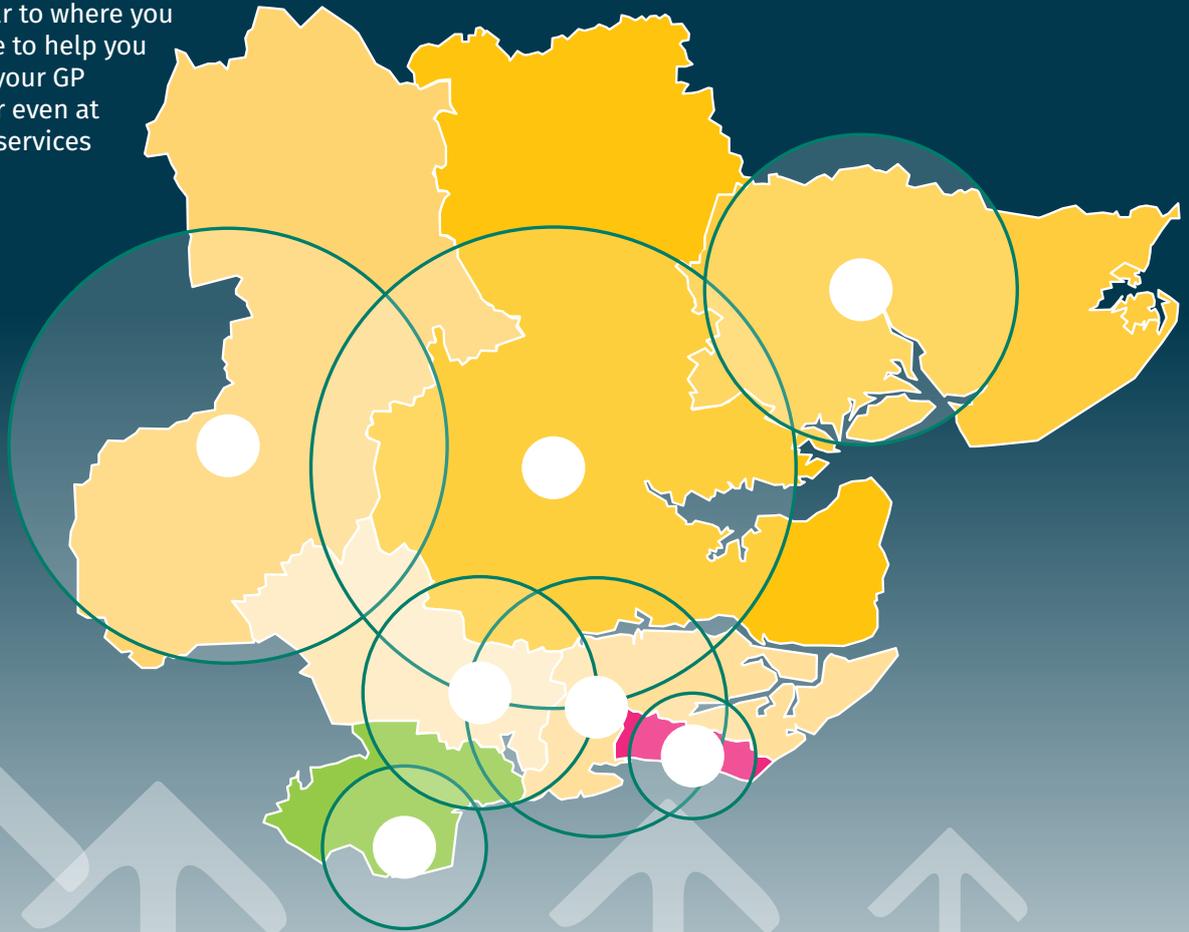
For further information, please visit the NELFT website:
<http://www.nelft.nhs.uk/services-ewmhs>



Services in your area

Although it's just one Emotional Wellbeing and Mental Health Service for children and young people in Southend, Essex and Thurrock, there are seven area teams.

The teams are based near to where you live and may be available to help you in various locations like your GP surgery, at your school or even at your home. Some of the services are listed below.



Support in daily life

- ▣ Information and advice for children and young people, available from the NELFT website and places in the community
- ▣ Information and advice for parents and carers
- ▣ Training and support for schools and others

Help from local services

- ▣ Services working with families at home
- ▣ Services in schools, GP surgeries, community and children's centres
- ▣ Therapies for children, young people and families

Expert help from specialists

- ▣ Specialist help for long-term and serious problems
- ▣ Joined-up services for several problems
- ▣ Referral to more specialised services

Help in a crisis

- ▣ Fast response with support at home
- ▣ Links with other emergency services
- ▣ Overnight and short stays in specialist services, if needs be

Examples of new service developments over the next three years

Improving access and equality

- ▶ Single contact number and email for all services
- ▶ More staff in local teams to speed up response times
- ▶ More staff for crisis services and more home treatment in a crisis
- ▶ More training for therapy services
- ▶ Recruitment of doctors to improve help for children and young people with serious and long-term problems
- ▶ More specialists for children and young people with eating disorders

Building capacity and capability in the system

- ▶ Wide scale workforce development and training
- ▶ Improvements in data and IT systems
- ▶ Improvements in performance monitoring, including children and young people having a say

Building resilience in the community

- ▶ Regular engagement with children and young people
- ▶ Support and training for schools
- ▶ Building relationships with other public services
- ▶ Improvements in support to prevent suicide and self-harm

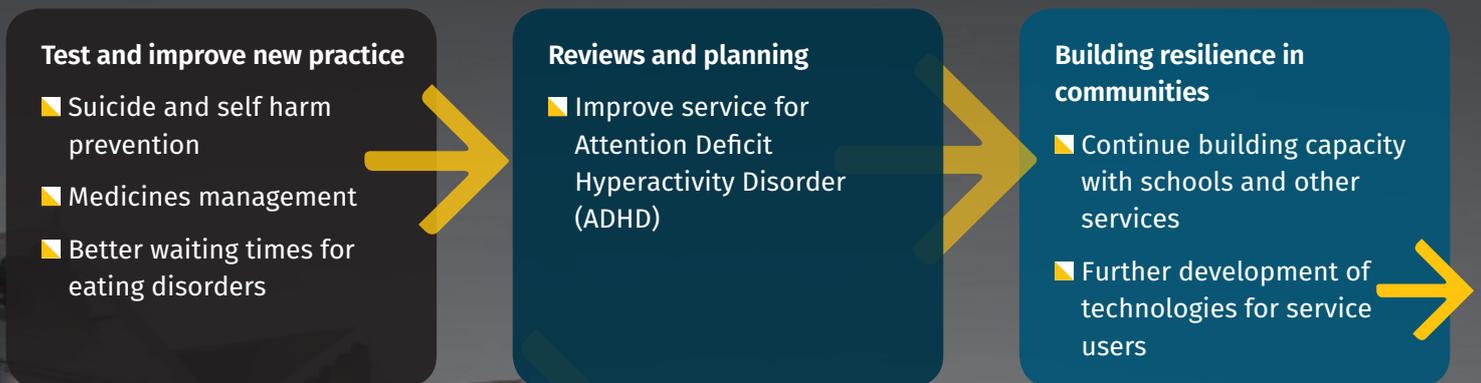
Years 1 and 2 - Change to the new service



During Year 2 – Transformation in 2016/17



Year 3 and beyond

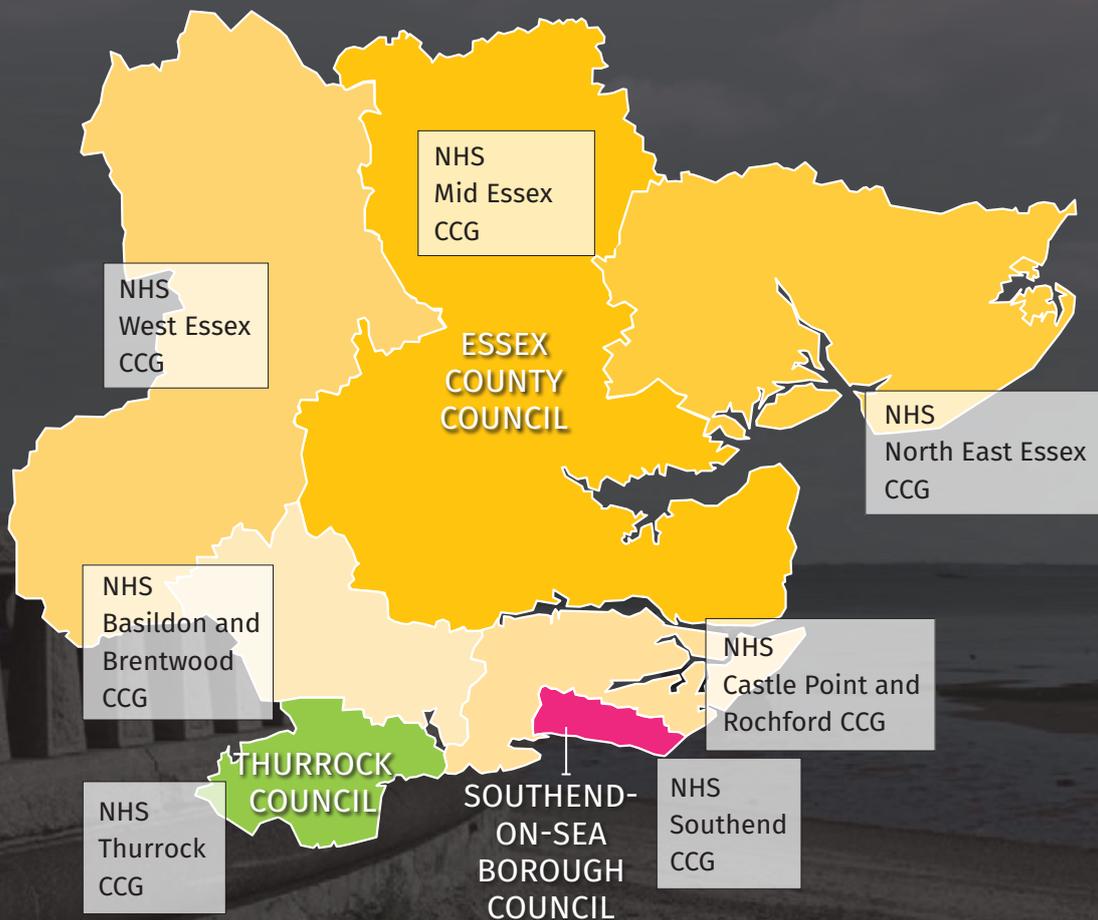


Who wrote this plan?

The NHS and local authorities in Southend, Essex and Thurrock wrote this plan; but many of the ideas in it came from other people.

Children and young people across Southend, Essex and Thurrock have given their views about mental health. Parents, teachers, nurses, GPs and specialists have also had their say.

The partnership of NHS and local authorities includes:



This document is a short version of the Open up, Reach out local transformation plan. If you would like to see a full copy of the plan, please visit <http://www.westessexccg.nhs.uk/your-health/mental-health/children-and-young-people-emotional-wellbeing-and-mental-health>

For further information about NELFT and the emotional wellbeing and mental health service of Southend, Essex and Thurrock, please visit: <http://www.nelft.nhs.uk/services-ewmhs>

For a copy of the Healthwatch Essex YEAH! Report, please visit <http://www.healthwatchesessex.org.uk/wp-content/uploads/2015/03/The-YEAH-Report-Healthwatch-Essex-March-2015.pdf>

Would you like this information in another format?

If you would like this information in a different language or another format such as braille or large print, please contact us at the office below:

Communications, West Essex CCG

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Email: weccg.comms@nhs.net