

Community Mental Health Transformation Programme Young Adults (18-25) Consultation Report

The Community Mental Health Framework (Sept 2019) provides an historic opportunity to modernise community mental health services. It makes clear there is a need for particular attention to be paid to improvements in care for young adults aged 18–25.

‘While need rather than age should be the determining factor of where and how people are cared for, staff with particular expertise in caring for people within these age groups should be readily available. Any necessary transitions should be managed carefully and safely with specific support in place for users, carers and families’. Community Mental Health Framework (Sept 2019).

Surrey Heartlands Health and Care Partnership and Frimley Health and Care Integrated Care Systems (ICS’s) are two of the twelve early implementer sites to be chosen by NHSE to implement a 3-year programme of community mental health transformation.

In line with the expectations of Community Mental Health Framework, our programme is focusing on improving transitions and creating clearer pathways for young adults (18-25) who:

- Are transitioning from children and young people’s mental health services and are accepted by adult mental health services
- Do not meet the criteria for adult mental health services but have continuing needs and require care
- Are presenting to services for the first time

Approach taken to working with Young Adults

From the beginning of this programme there has been an emphasis on working with young adults who have experience of accessing mental health and wellbeing services. Working alongside User Voice and Participation Team and Child and Adolescent Mental Health Services (CAMHS) Youth Advisors (CYA),

gave young adults a platform to share their experiences of transitioning between services with mental health and wellbeing professionals in the early stages of this project.

Wider engagement has been encouraged by approaching existing young adult forums across Surrey Heartlands and Frimley Health ICS's, as well as the Independent Mental Health Network (IMHN), Healthwatch Surrey, Surrey Minorities Ethnic Forum (SMEF), Action for Carers, University of Surrey's Wellbeing Centre, and United Communities. Engagement from young adults is key to the success of this project; involvement at all stages of the project will continue to be pursued from existing young adult forums and carer networks, including friends and family, involved in supporting their health and wellbeing.

The purpose of this consultation was to share the change ideas, that were generated by a multi-stakeholder workshop, with a wider group of young adults. Their views and insights will be used to inform the focus for the 18-25 project as well as serve to identify areas for development that requires wider system involvement in Surrey Heartlands and Frimley Care.

Multi-stakeholder Workshop

In November 2020, a multi-stakeholder group comprising of representatives from the following was established:

- Young adults
- Parent carer
- Young people's services
- Adult services
- Voluntary organisations
- Employment Services
- University representatives
- Pharmacy

A workshop was held to gather interest and share change ideas where services and organisations could work collaboratively to smooth transitions and create clearer pathways for young adults.

As a result of this workshop a **Young Adult Reference Group (YARG)** was created to ensure the voice of young adults remains at the heart of the project. YARG is

a dynamic group and is open to young adults who have experience of accessing mental health services. YARG are representatives from existing young adult forums such as:

- User Voice and Participation Team
- CAMHS Youth Advisors (CYA)
- Young Healthwatch Surrey
- CAMHS Service User Experience and Participation group for East Berkshire

The introduction of a **multi-stakeholder network** was also created as an action from the workshop, with sign up from services and organisations who reported a wish to be actively involved in the project. This network will continue to seek involvement to ensure the right people are around the virtual table and will support the mobilisation of the project via task and finish groups and YARG involvement.

Consultations to Young Adults

During January and February 2021, an engagement and research exercise took place to consult with young adults and provide them with an opportunity to voice their experience of transitioning between services. Their feedback and insights will help inform where this project could add the most value to improve transitions and create clearer pathways. YARG co-created questions to ask other young adults about the change ideas that were generated from the workshop. These questions aimed to test three high level themes:

1. Transition & Access – preparation for transition, defining the transition processes, providing safe appropriate environments
2. Prevention & Training – Co-developed training package for Young Adults transitioning as well as specific packages for workforce, families, and carers
3. Communication & Messaging – clarifying a system wide mental health pathway, creating clear signposting through targeted communications and messaging about transitions

The project spans two ICS's and different approaches to the consultation was decided on for each due to variations in provision and geography, however, the aim and focus on co-created questions remained the same.

Surrey Heartlands Health and Care Partnership ICS:

A Citizen's Ambassador from Healthwatch Surrey, the Research & Insight Lead, and a University of Surrey Intern, worked with YARG to co-create questions to consult with young adults on the change ideas generated from the workshop. Virtual focus groups were decided on to engage with people from existing young adult forums, alongside the offer of individual consultations to those who preferred one to one. See appendix I for more details.

Frimley Health and Care ICS:

Frimley Health and Care Integrated Care System (ICS) was approached to support this consultation. Utilising the co-produced questions from YARG, a survey was created to share through existing networks across the system in order to reach young adults across the Frimley System (East Berkshire, North East Hampshire and Farnham and Surrey Heath). The survey also invited comments from staff working with young adults, family, carers and friends (See appendix II for more details.) Professionals working in Mental Health, community groups, voluntary organisations and existing Mental Health Forums across the ICS were approached to support with disseminating the survey. This included United Communities, a mental health forum in the North East Hampshire, Farnham and Surrey Heath area as well as networks across East Berkshire.

The **change ideas** young adults were consulted on included:

- Transition packs to equip the individual and their family/carers to prepare them for moving to other services
- Development of ideas to minimise re-traumatisation of telling their story multiple times to different services
- Improving how information about services available is shared to create clearer pathways

- Development of how to encourage engagement from different populations such as people from Black, Asian, and Ethnic Minorities (BAME), LGBTQ+ communities, young adult carers, Care Leavers, and students
- Creating roles (paid and voluntary) for young adults to work in adult services to encourage engagement and support transitions
- Development of ideas to support young people's and adult services to improve the experience of a person transitioning between the services.

Response rate:

The response level from both approaches was modest and this may be due in part to the impact of Covid-19 pandemic and the number of engagement exercises currently active to remain engaged with different populations during lockdown. However, the people that did respond provided rich narratives and valuable insights.

In Surrey Heartlands a total 16 young adults participated in the virtual forums over Microsoft Team, these included people from Young Adult Carers (Action for Carers), YARG, User Voice and Participation Team, CAMHS Youth Advisors (CYA), and Young Surrey Healthwatch.

In Frimley Health the survey received a total of 25 responses, 3 of which were young adults and 1 younger person (under 18). Other respondents to the survey included family members / carers, adults (over the age of 25), and the highest to respond were professionals who work with young adults.

Combined summary of results

Direct quotes have been used to illustrate insights shared as part of the consultation. To see the full details of all responses received see Appendix I and II.

There was support for the following five change ideas:

- 1. Mental Health Transition Pack** to improve the transition process.
Participants gave insights to support the development of a pack, including:

“I think a transition pack is a good idea, maybe we could have a road map of what happens as to what each step is, and who to contact in each step. This is so you can see the bigger picture rather than just suddenly when you need it. It will be useful to see what is in the future and ways you can progress.”

“Thoughts / experiences from other people who have transitioned between services – what can people expect? Details for how young people can access help themselves. Details of what to do if the young person thinks they should have received some support that they haven’t.”

“Include Crisis Planning Information...”

“Guardians need to develop their knowledge about transition, that also has an effect on the process. Finding the right people to communicate with is the key. Finding the right people to help you.”

Recommendation 1:

To create a task and finish group to co-develop a Mental Health Transition Pack. The group will consider what the content of the packs will be, and the need for packs to be tailored for different groups of people and different forms of transition i.e. if transitioning out of services completely or transitioning to adult services. Relevant organisations from children and younger people’s services as well as adult services will work alongside YARG and User Voice and Participation Team. Organisations who have developed similar packs to aid transitions will be explored in order to learn from their work and build on expertise in the system.

2. Minimise re-traumatisation of young adults telling their story to multiple professionals / services was a common experience and reflected in the following statements:

“With the number of referrals you have, for each one you have to tell your story over, and over again which is more stressful.”

“It’ll be useful to have one document that will have my history on, so I don’t always have to repeat my story.”

“...not being reminded of negative things that have happened or mistakes I did when I was 18. It affects progress and outlook.”

“CYA members have mentioned the mental health passport, it’s a brief summary on NHS records...it’s something they can contribute to, they can give information they are willing to share. It can be accessed by each professional.”

Suggestion for a “Traffic light system, red – you need to know this but I don’t want to talk about it, amber – I may be hesitant see how I respond, green – these are things I want to talk about and address.”

“Trust takes time to develop before exploring more difficult topics.”

“Having contact with the individual [staff] beforehand (telephone example) to build a rapport. A hand over between services.”

“I believe if a client [young adult] had their own pack/journey/notes they could pass this to professionals to stop them having to repeat themselves. A bit like a baby’s red book.”

There was also acknowledgement that there are times when re-telling traumatic experiences are appropriate to the service asking them: “It has been helpful when I’ve been prompted to talk about or go over things and it’s led me to breakthroughs and connections that I didn’t expect.”

Recommendation 2:

To create a task and finish group to explore the options available to minimise young adults re-telling their story to multiple professionals / services. It is recognised that some services require the person to share their story as part of their recovery, this project will explore options to support individuals prepare for these conversations, as well as looking at how to build on ways for children and young people’s services and adult services to share key information. Consideration also will be taken to explore the change ideas suggested by participants to this consultation, such as mental health passport and traffic light system.

3. Improving how information about services available is shared to create clearer pathways was a recurring theme throughout. The responses included:

“If you Google it, it’s there. But you only go for help if you really want it. So many people don’t want to start reaching for help until they’re older”

“Approached GP initially, they were uncomfortable to discuss mental health and unhelpful, dismissive with a leaflet. Then I stopped seeking help until a friend sent a referral link of a service they had used and recommended, I was told to self-refer as quicker than going through the GP.”

“Put more information online.”

“Explain threshold and pathways better.”

“I think we need to be better at ‘advertising’ to younger people. There is an art to this kind of marketing and apart from specific youth services...I don’t see other organisations targeting their literature, advertising etc.”

“Signposting and provision of clear pathways of how that transition is going to be delivered and most importantly that those plans are acted on. Don’t let CAMHS promise the world only to have adult services turn away referrals unseen.”

Recommendation 3:

To co-create a Young Adult webpage for a one stop place to explore what is on offer for mental health and wellbeing or for further support – sections will include ‘Working with Young Adults’, ‘Family / Friends / Carers’, and ‘Young Adults’. It is acknowledged that not all young adults view adult services as offering something that meets their age group. The new webpage will bring relevant information across to highlight provisions in adult services that are targeting young adult population including those from a variety of backgrounds. Healthy Surrey and Surrey Virtual Wellbeing Hub will be approached to house the information for Surrey Heartlands, and Hart District Council Website and East Berkshire equivalent will be approached for Frimley Health. Work has

started to gather resources across both ICS's, and YARG is requesting specific details from organisations so thresholds and access is clearly identified. Other considerations for increasing awareness of what is available is to advertise mental health and wellbeing services for young adults in public places such as shopping centres, hairdressers / barbers, and bus stops.

4. The results of the consultation highlighted a need for training to support improved communication, transparency and shared understanding between young people, and the people who work with and support young adults.

Responses talked about the need to increase awareness in services of the societal challenges young adults face as well as services having an appreciation of working with young adults who may be used to a different approach to engagement. Suggestions also included empowering young adults with information and to equip them with the skills to prepare for transition points:

“Good communication between professionals/providers and with the young person, and a clear process with realistic timeframes, communicated at all times to the young person.”

“Frequent (& honest) communication between all parties – professionals, family, the young adult, crisis services & hospitals, if necessary.”

“Setting up young adults with the skills to communicate, previously in children’s services people communicate for you...”

“...some training definitely helps so maybe some workshops on ‘telling your story’...Medical interviews are prescriptive if you understand this you are best able to use the meeting time to your advantage...”

“Communication work aimed at young adults and the people who work with them”

“I’ve heard of people going to A&E or adult services in crisis, presenting as ‘well’ and then something terrible happens. It’s hard when you don’t know how to

articulate that you aren't doing well in a crisis but you outwardly present as well. Looks can be deceiving 'you've got a full face of makeup on you must be ok!..."

"...User Voice and Participation Team used to do training aimed at GP's, it was called '5 Minutes of Hope'...however the training was voluntary not mandatory, and it didn't really take off."

Recommendation 4:

Liaison with the SABP Recovery Colleges to explore co-production of training packages for young adults, and the people who work with and support young adults, including parent carers. The aims of the training packages would be to enhance communication skills, support development of individualised Mental Health Transition Packs, increase awareness of transitions / pathways and increase awareness of what is available in the community.

5. Responses also indicated a good level of support for young adult roles in services, although recognising that people in these roles require specific training.

"[Young adult's] have the ability to relate to and build a rapport."

"...I think peer support is extremely important. Recruiting or engaging volunteers from these different demographics would be very helpful."

"This would be amazing because there could be a sense of understanding on both parts and decrease the stigma on it, I personally find it harder to speak to someone that is much much older as I get scared their views are traditional and do not understand what I'm going through."

"It can be patronising having adults try and engage you when it can feel like they don't know what it is like to be a young person today. I also think having younger staff makes the service more accessible, due to common understanding of social media, similar language etc."

“This would be a great addition to our mental health support workers in our practice.”

“But only if they are trained.”

“Really important again so they are on the same level and the staff member is perceived to ‘get’ them.”

“Would need to be the right person – lived experience roles can be so effective.”

“...I don’t know if I would be comfortable having a young person as my centralised person. I think it’s important to make the role distinction.”

“Peer element is important, to balance against the medical model.”

“All my interactions have been really professional and formal. I think it would be helpful to have someone who was a peer to me, with appropriate training, who could give peer support.”

Recommendation 5:

YARG are increasingly being approached by mental health and wellbeing services to gain their insights and feedback on how to improve provision to engage young adults. This will continue to be part of YARG’s offering to support services in this way.

A task and finish group will be considered to explore the options available to create supported roles (paid and voluntary) for young adults to work in adult services, to encourage engagement and support transitions. Young Adult Peer Workers will be considered to act as navigators and advisors in GPimhs/MHICS.

6. Two wrap around themes were identified: Communications & Messaging, and Trauma Informed Approach. The wrap around themes support all five of the above mentioned change ideas / recommendations:

A. Communication & Messaging

Throughout the programme, it is crucial that accessibility of information to young adults and the people who support them is kept in mind, suggestions included:

“Effective Social Media promotion on young person’s friendly sites (e.g., TikTok, Snap chat, Instagram).”

“Representation of the different groups within the service and regular training”

“Use Community Leaders to access that community”

“Equality training days.”

“By raising awareness and making it known that these groups are welcome.”

“To get others involved to share information and establish a feeling of belonging. So that no one feels left out and odd.”

“Pinktherapy is a mapping resource for queer friendly services. In fact, it’s the only one I know of and is discussed with my peers...”

“...stigmas and attitudes have to be broken down. Social media has a part in breaking down stigma, but so does multigenerational discussions about mental health as being valid as physical health...”

Recommendation 6A:

The programme has and will continue to seek engagement from people from a variety of backgrounds, e.g. young adults, people who support young adults, LGBTQ+, Black Asian, Minority Ethnic (BAME) communities, care leavers, young adult carers, and students.

B. Trauma Informed Approach

Young adults accessing mental health and wellbeing services may have experienced trauma. It is vital that this programme supports recovery from trauma and adopting a trauma informed approach is one way that this can be achieved.

Recommendation 6B:

A representative from the Trauma Informed Care service in SABP has been engaged with to help integrate trauma informed care principles (safety; trustworthiness & transparency; peer support; collaboration & mutuality; empowerment, voice & choice; cultural, historical & gender issues; resist re-traumatisation) across this programme.

Summary of Recommendations

RECOMMENDATION	WHAT IS IT?	HOW WILL THE RECOMMENDATION BE ACHIEVED?
<p>1. Mental Health Transition Pack</p>	<p>Mental Health Transition Packs will support different forms of transition by young adults i.e., if transitioning out of services completely, or transitioning to adult services.</p>	<p>A task and finish group will be created to co-develop a Mental Health Transition Pack. The group will consider what the content of the packs will be, and the need for packs to be tailored for different groups of people and different forms of transition, i.e. if transitioning out of services completely, or transitioning to adult services. Relevant organisations from children and younger people’s services as well as adult services will work alongside YARG and User Voice and Participation Team. Organisations who have developed similar packs to aid transitions will be explored in order to learn from their work and build on expertise in the system.</p>
<p>2. Minimise re-traumatisation of young adults when re-telling their story</p>	<p>Solutions that resist the re-traumatisation of young adults by minimising the need for them to retell their story.</p>	<p>A task and finish group will be created to explore the options available to minimise young adults re-telling their story to multiple professionals / services. It is recognised that some services require the person to share their story as part of their recovery, this project will explore options to support individuals prepare for these conversations, as well as looking at how to build on ways for children and young people’s services and adult services to share key information. Consideration also will be taken to explore the change ideas suggested by participants to this consultation, such as mental health passport and traffic light system.</p>
<p>3. Young Adult Webpage</p>	<p>A new Young Adult Webpage that will improve how information about available services</p>	<p>A Young Adult webpage will be co-developed for a one stop place to explore what is on offer for mental health and wellbeing or for further support – sections will include ‘Working with Young Adults’, ‘Family / Friends / Carers’, and ‘Young Adults’. It is acknowledged that not all young adults view adult services as offering something that meets their age group. The new</p>

	are shared, to create clearer pathways.	webpage will bring relevant information across to highlight provisions in adult services that are targeting young adult population including those from a variety of backgrounds. Healthy Surrey and Surrey Virtual Wellbeing Hub will be approached to house the information for Surrey Heartlands, and Hart District Council Website and East Berkshire equivalent will be approached for Frimley Health. Work has started to gather resources across both Integrated Care Systems (ICSs), and the Young Adult Reference Group (YARG) is requesting specific details from organisations so thresholds and access is clearly identified. Other considerations for increasing awareness of what is available is to advertise mental health and wellbeing services for young adults in public places such as shopping centres, hairdressers / barbers, and bus stops.
4. Training	Training to support improved communication, transparency and shared understanding between young people, and the people who work with and support young adults.	Liaison with the Surrey and Borders Partnership NHS Foundation Trust (SABP) Recovery Colleges to explore co-production of training packages for young adults, and the people who work with and support young adults, including parent carers. The aims of the training packages would be to enhance communication skills, support development of individualised Mental Health Transition Packs, increase awareness of transitions / pathways and increase awareness of what is available in the community.
5. Young adult roles in services	Creating roles (paid and voluntary) for young adults to work in adult services to encourage engagement and support transitions.	YARG are increasingly being approached by mental health and wellbeing services to gain their insights and feedback on how to improve provision to engage young adults. This will continue to be part of YARG's offering to support services in this way. A task and finish group will be considered to explore the options available to create supported roles (paid and voluntary) for young adults to work in adult services, to encourage engagement and support transitions. Young Adult Peer Workers will be considered to act as navigators and advisors in General Practise integrated Mental Health Services and Mental Health Integrated Community Services (GPimhs/MHICS).

<p>6. Wrap around themes</p> <p>(support recommendations 1-5)</p>	<p>A. Communication & Messaging</p> <p>Engage people from a variety of backgrounds</p>	<p>Throughout the programme, it is crucial that accessibility of information to young adults and the people who support them is kept in mind. The programme has and will continue to seek engagement from people from a variety of backgrounds, e.g. young adults, people who support young adults, LGBTQ+, Black Asian, Minority Ethnic (BAME) communities, care leavers, young adult carers and students.</p>
	<p>B. Trauma Informed Approach</p> <p>Taking a trauma informed approach and applying the principles of trauma informed care across this programme to support recovery from trauma in young adults.</p>	<p>Many young adults accessing mental health and wellbeing services will have experienced trauma. It is vital that this programme supports recovery from trauma. A representative from the Trauma Informed Care service in SABP has been engaged with to help integrate trauma informed care principles (safety; trustworthiness & transparency; peer support; collaboration & mutuality; empowerment, voice & choice; cultural, historical & gender issues; resist re-traumatisation) across this programme.</p>

Thank you to all participants who took the time to share their personal experiences as part of this consultation. Your valuable contributions will inform the focus of the 18-25 project group.

Insights to improve transitions and access for young adults will be continually sort as part of this project, if you did not get the opportunity to contribute to this consultation please get in touch with the Project Lead, Rebecca Isherwood-Smith: rebecca.isherwood-smith@sabp.nhs.uk