

Information Governance
Blackpool Victoria Hospital
Whinney Heys Road
Blackpool
Lancashire
FY3 8NR

bfwh.pso@nhs.net

17th November 2022

Our Ref: FOI/05467

Dear Ms Holly,

Thank you for your request for information.

Your Request & Our Response

I should like to request the following information about the emotional support and crisis services available to people under the age of 18 in Blackpool, which falls within the geographical remit of your organisation.

I would like to find out the following information about the services that you are commissioned to deliver in Blackpool to people under the age of 18 who are experiencing emotional distress and/or who are at risk of attempting suicide:

- Inclusion/exclusion criteria
- How the service is accessed, i.e. open access, self-referral, third party referral

All referrals go through single point of access from any professional working with a young person, self referral is also accepted, again this will come through SPOA.

- Channels of support, e.g. telephone, email, text, webchat, face-to-face, and types of location if face-to-face

Service user's preferences in terms of face to face/zoom, phone contact is considered where appropriate and service users are at the centre of care planning, this is audited monthly to ensure the young person's voice is included in the planning.

- Opening hours/availability

**All mental health services routinely work Monday to Friday 9-5
CASHIER work 5pm till 9.00am the next morning and all day and nights over the weekend.**

Chairman: Steve Fogg

Chief Executive: Trish Armstrong-Child

RESEARCH MATTERS AND SAVES LIVES - TODAY'S RESEARCH IS TOMORROW'S CARE

Blackpool Teaching Hospitals is a Centre of Clinical and Research Excellence providing quality up to date care. We are actively involved in undertaking research to improve treatment of our patients. A member of the healthcare team may discuss current clinical trials with you.

Caring
Safe
Respectful



- Type of support provided, i.e., structured therapeutic counselling, peer support, helpline

There are a range of therapeutic offers from all services which include: Dialectical Behaviour Therapy, Cognitive Behaviour Therapy & eye movement desensitization and reprocessing alongside risk management and support through crisis intervention and psycho-social interventions. All therapeutic interventions follow NICE guidance (national institute for clinical excellence) in terms of evidence based time frames, however, with the caveat that some require furthermore intensive support.

- If support is provided to parents or carers

Children and young people serves support families to manage risks and keeping safe care plans, all service users preferences in terms of face to face/zoom, phone contact is considered where appropriate and service users are at the centre of care planning, this is audited monthly to ensure the young person's voice is included in the planning.

- Length of support offered

Varied dependent on each separate case

- If the support is provided by paid employees, freelance/contract staff, volunteers.

The team members are all employed by Blackpool Teaching Hospitals, however, we have close links with Voluntary, community, faith and social enterprise sectors and adult mental Health and learning disabilities services are integrated with Local Authority (Health managed by Blackpool Teaching Hospitals) (Thrive aligned).

- Intended outcomes for the service

Future planning around Children and young people is to have the ADHD pathway sit separately from the single point of access and create a team for this particular presentation due to referrals for this going up significantly year on year. Plans to streamline our EPR systems so all Mental Health and Learning Disability services are using the same one and able to capture data more accurately. Increase nurse led clinics and senior nursing roles.

- Where relevant, number of people under 18 that have been referred to the service in the most recent reporting period (quarter or year)

2058 unique patients aged Under 18 were referred to Children and young people Mental Health services (CAMHS, CASHES, Youththerapy, Mental Health Schools teams) in 2021/22.

Please note this is the unique number of people the number of referrals is far higher due to multiple referrals.

- Number of people under 18 supported in the most recent reporting period (quarter or year)

2817 unique patients aged under 18 had activity with Children and young people Mental Health services (CAMHS, CASHES, Youththerapy, Mental Health Schools teams) in 2021/22.

Please note that this is the number of patients rather than the number of contact as requested in the FOI.

- For each service, I would also like to request a copy of their:
- Safeguarding policy
- Confidentiality policy
- Position statement on self-determination, decision making and choice

All services use the same policies, these are the generic Blackpool Teaching Hospital policies.

I should prefer to receive these in electronic format at this email address, however, I am happy to receive them by post if that is more convenient.

The information in this response is provided under the terms of the Open Government Licence. Please see here for more information:

<http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>

The following link is a customer satisfaction survey if you would like to leave feedback:

<http://www.bfwh.nhs.uk/our-services/hospital-services/information-governance/foi-questionnaire/>

If you are dissatisfied with our response to your request for access to information you may ask us to carry out an internal review. You should do this by writing to:

The Information Governance Manager
Blackpool Teaching Hospitals NHS Foundation Trust
Blackpool Victoria Hospital
Whinney Heys Rd
Blackpool
FY3 8NR

Email: bfwh.pso@nhs.net Requests for a review must be received within 40 working days following the initial response.

If you are not content with the outcome of our review, you may apply to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours Sincerely,

