

12 March 2015

Coroners Court
The Court House
Old Weston Road
Flax Bourton
BS48 1UL

Dear Ms Voisin

Re: Sian Armstrong

Thank you for your letter dated 22 January 2015, in which you have set out your concerns under Schedule 5 of the Coroners and Justice Act 2009 and Regulations 28 and 29 of the Coroner (Investigations) Regulations 2013.

I have reviewed your concerns with our Community Children's Health Partnership (CCHP) and can confirm the following actions/plans in place for future management of young people who require therapy.

- Firstly, I would confirm that appropriate Psychological therapy is available through the CAMHS services; however Sian refused treatment from CAMHS service. Sian was informed about other services available to her for example from the voluntary sector and later made an informed choice to self-refer to Off the Record for counselling.
- We have developed a new protocol to assist CAMHS clinicians who are faced with young people do not want to engage. (attached)
- Whilst we have to be cognisant of young people's consent and competency in relation to involving parents and carers, we will invite parents to contact CAMHS if they have ongoing and or additional concerns. We will listen to them and consider their concerns. This principle will be introduced into all correspondence with families / carers and young people from 1 April 2015.
- Bristol and South Gloucestershire Clinical Commissioning Groups (CCG) directly commission Tier 2 services from Off the Record. We are working with our two CCG's, to involve Off the Record in our CAMHS intake meetings

where we triage and assess all referrals for young people. This collaborative new model of working aims to provide appropriate resource for mental health problems, more choice for young people and ensure timely access to the right service to meet the needs of young people. Work has begun to finalise governance arrangements for cross organisational working. Agreement was reached in February 2015 that Off the Record staff could attend CAMHS locality intake meetings.

- For young people who are hard to engage we have been working with the Bristol Clinical Commissioning Group (CCG) to develop a Crisis intervention team model. A Project Lead has been appointed by Bristol CCG and is currently scoping local services in order to recommend a best model of practice. This will improve the response to young people who self-harm. The crisis intervention team is currently being planned for implementation in June 2015. An assertive outreach project is planned to deliver services to hard to reach young people for example those with forensic difficulties and substance misuse. The implementation of this will take place following the re procurement of the Community Children's Health Partnership in 2017.

I would like to reassure you that the Trust is continually working to improve its services at the present time and for patients in the future.

Yours sincerely



Andrea Young
Chief Executive



Community Children's Health Partnership

Believe in children
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North Bristol
NHS Trust



Young People who do not want to Engage with CAMHS Protocol

