



How are healthcare services meeting the needs of young people?



April 2019



Easy read version



This report is about:



- In-patient Child and Adolescent Mental Health Services (CAMHS).



This means places for under 18 years old to stay to be treated by mental health services.



- Being in hospital when you are a child or young person.



- Children's hospice care.



- Moving from child to adult services.



We wanted to find what works well and what needs changing.



We did this by looking at inspection reports we have written over the last two years.

1. _____
2. _____
3. _____

Key points



Most young people get good care when they stay in hospital.



We have concerns for young people who need mental health care in hospital.



We are disappointed to find the same problems still happening when people move from child to adult services.



More work needs to be done to support young people with serious health needs and children who may die early when they move to adult services.



We need to know more about what happens when young people with learning disabilities move to adult services.



We need all-Wales rules for transition.



Inpatient CAMHS units



This means places for under 18 years old to stay to be treated by mental health services.



We checked three units.



We found good things.



Staff worked hard to provide good care.



Different professionals worked well together.



Support for families and carers.



There are systems to listen to young people, and to learn from what they say.



Young people were involved in their care.



We found bad things.



The buildings need improving.



Young people and their families need to be told more about what is going on.



Young people need to know about advocacy services.



Not everyone got safe care. Safety systems need to be better.



The waiting lists are too long.



The units need to do better with patients who are high risk.



Patient records and care plans need improving.



One unit used full physical restraint too much.



All three units had problems getting enough staff with the right skills.



Too many young people have to go to a unit a long way from their home.



Overall, we have serious worries about CAMHS units. Welsh Government needs to take action.



Hospitals



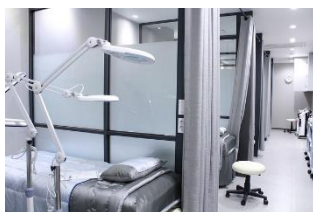
We checked a children's hospital and a general emergency department.



We found some good things.



Staff were caring and talked to children, young people and families about their health.



There are suitable rooms and buildings.



Good support for families and carers.



Most children and young people are safe and get good care.



The hospitals ask young people for feedback.



We saw good leadership in the hospitals.



We found some bad things.



It takes too long to get the right care.



Paperwork is not always done well.



Some staff haven't been trained in safeguarding.



They had problems getting enough staff with the right skills.



The emergency department could not always treat children and young people in the children's part of the hospital.



Hospices



A hospice supports someone at the end of their life.



We checked two children's hospices.



We found some good things.



Young people get safe and good care.



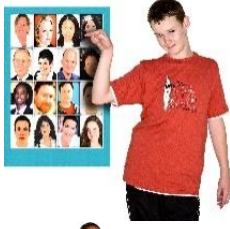
Staff were kind and caring.



Support for families, including counselling.



Young people were supported to do activities.



Children, young people and families helped make decisions about their care.



Staff respected people's wishes for end of life care, and what happens after someone dies.



Hospices were well run.



We found some bad things.



The buildings need checking for safety.



There needs to be better support for people who use hearing aids.



Make sure young people and their families know what to do if they are concerned about their care.



Moving from child to adult health services.



We found some good things.



You are meant to have a named key worker and joint meetings with other services. This usually happens.



Moving to adult services works well for young people with some conditions, like diabetes.



The first appointment with adult services can include someone from child services, to help things go smoothly.



We found some bad things.



Some parts of Wales do better than other parts of Wales.



Planning does not always start early enough.



It needs more time and people to make sure transition works well.



Young people with serious health needs and children who may die early need better plans and support.



Most young people have a bad experience. It can feel like 'falling off a cliff edge'.



Child services and adult services do not have the same services. So a young person may not get the right support when they become an adult.



Young people are not always part of checking if transition is done well.



Some 16 and 17 year olds get treated as if they are already adults. For example, they may be put on an adult mental health ward.



People already know these problems. Health Boards need to take action.

What we want to happen.



There are things we want health boards to do.



There are things we want service providers to do.



Llywodraeth Cymru
Welsh Government

There are things we want the Welsh Government to do.



What we want to happen for CAMHS.



Young people need rooms and buildings that are safe and suitable for them.



Communicate clearly. Young people need to understand their treatment.



Young people and their families need clear information when they are referred to a service.



The right services. Young people need to get the right help, including young people who are very unwell.



Waiting times for need looking at.

Young people must know how to get help while they are waiting.

They must know how to get help in a crisis.



Young people need clear information about advocacy services. They must be able to meet an advocate at a time that suits them.



Young people need to know what to do if they have a concern about their care.

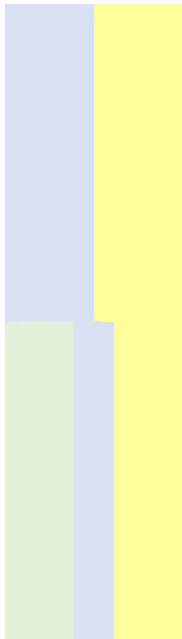
Paperwork must be right.

It must be easy to get to the emergency first aid equipment.

Staff must know how to support and check patients before, during and after mealtimes.



The way restraint is used must change.



All CAMHS staff need safeguarding training.



Young people need enough staff who have the right skills.



What we want to happen for hospitals.



Treat all children and young people in children's areas of the hospital.



Young people should not have to wait too long in emergency departments.



Young people know what to do if they have a concern about their care.



The paperwork about risks and pain is done well.



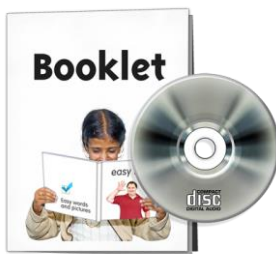
All staff have safeguarding training.



There are enough staff with the right skills.



Rooms and buildings are safe and suitable for young people. Any risks have been spotted and dealt with.



All children, young people and families, including people who use hearing aids, get the information they need.



Recommendations for children's hospices.



Everyone can get palliative care, wherever they live in Wales.



Young people and their families know how to speak up if they are concerned about their care.



Recommendations for moving to adult services.



All services write down clearly how the move to adult services will happen.



Health boards check everyone does what they say they will do.



Young people get their needs met when they move to adult services because there is enough money, staff and the right services.



Each young person has a named key worker. The key worker makes sure the move to adult services goes smoothly.



Young people are part of designing how moves to adult services will work.



Young people are part of planning their own move to adult services.



Plans for the move must start early enough to make sure the move is smooth.



No service should leave it until after age 16 to start planning the move.



There will be the right sort of plans for the future for young people with serious health needs and children who may die early.



Health boards know which young people will need adult services. They support young people to go to appointments with adult services.



Adult services work with young people and other services to make the move smooth.



Adult and children's services have different types of service and different rules about who gets a service.

This will be looked at. This will not be allowed to stop young people continuing to get the support they need.



Parents and carers have a say in planning the move to adult services.



Services remember that young people age 16 and 17 are not adults. Young people age 16 and 17 will get the right treatment from staff with the right skills.



Llywodraeth Cymru
Welsh Government

Welsh Government will be clear how young people under 18 should be treated by health services.



Young people are sometimes put in adult mental health wards. This will be looked at.



Under 18s are sometimes put in adult hospital wards. This will be looked at.