



Mental Health Service Transition – response overview

Feedback from Children and Young People (CYP) with experience of Mental Health Transition.

The User Voice and Participation team have created a Transition survey which aims to hear young people's views and experiences, so we can feed the information back to the relevant services for them to implement positive change. We hope that this will help other young people in the future. See below the questions asked and the following responses.





How involved were you in your care plan?

Young people felt they were not involved in their care plan as there was a lack of communication, their care plan was vague and there was no support:

- "I had no say or involvement, I was just sent a letter, gave me a crisis number and stuff"
- "I don't really know what to do when I'm in control of things, so I sort of just step back...and let whoever I'm talking to make sense of it. It wasn't anything more than that"
- "My psychologist left before the transition was managed so my care transferred to a psychiatrist who didn't contact me. There was a sort of care plan, but it was very vague as the idea was that I'd be transferred to CMHRS which didn't go to plan."
- "I have no support or therapy despite desperately needing it and me begging for it multiple times"
- "After 4 weeks at CAHMS, I have to wait another 8 weeks for counselling work to start at heads together in leatherhead"
- Parent "filled out my care plan and I've read through it before sending it off to add details where relevant".
- I wasn't really involved at all at the beginning of treatment. At the end of treatment, I had a meeting with the team and was given a list of options in case I needed to access another service"

On the other hand, others said:

- "It was explained to me in great detail"
- "I was involved"
- "They were nice"
- "As I made sure I was in all meetings and no one spoke about me if I was not there"

How listened to did you feel during your transition from the service you were leaving?

Young people did not feel listened to or supported when asking for help from the service they left:

- "Told them I was still struggling yet left with no support. Asked for medication review but had none and was left on medication for a month with no review"
- "My psychologist listened to my thoughts when we were discussing what service I would be transferred to but after she left I didn't have much of a say at all, and when I did try to ask for help (CMHRS took 3 months after I'd left CAMHS to process my case), I was brushed off and told to 'take more meds'.
- "My person did her best but there was nothing she could do no matter how much I begged to be released into another groups care"
- "Once you had finished with the service, it wasn't reviewed that you felt satisfied with where you were next. It was only because I was on fluoxetine (anti-anxiety drug) that I had regular appointments to review the medication."



Other young people had mixed responses holding balanced views:

- "Well the people at CAMHS that I was helped by definitely listened to me but that's different to the service as a whole"
- "[Professional] is a pretty cool lady to speak to who didn't mind the odd dark humoured thing I'd say so pretty listened to"
- "Felt a little bit listened"
- "I had a close relationship with my CAMHS nurse"
- "Sometimes"
- "The only time I wasn't listened to was when I requested to have a different therapist as I didn't feel comfortable with her. Apart from that, they were great."
- "I made sure to have my voice heard"

How listened to by the NEW service did you feel?

Young people gave mixed responses with balanced views:

- "I've had 1 assessment appointment with psychotherapy"
- "There was a lot of miscommunication within the service, so I fell through the gaps a lot, but when I did get allocated to a care coordinator after 3 months, she did seem to take my opinions into consideration. It took a very long time, lots of phone calls, and eventually a letter from an NSPCC support worker where I volunteered, for any progress to be made"
- "Heads together where very good"
- "They don't listen to me and leave me too it"
- "Sometimes I do"
- "I had a choice to start counselling at Treloar's or Alton college, so I tried that first, but when I stopped going, there wasn't an opportunity to give feedback formally. Now I'm accessing counselling at Treloar's, there is a feedback box in front of the counselling office."
- "I feel listened to, although sometimes if I don't know what I'm trying to say, the therapist will ask if I meant xyz so I'll just say yes instead of trying to explain"
- "I am in all meetings, don't see them much though"

How prepared were you for your transition?

Young people felt more time was needed in preparation for transition:

- "I probably would have liked a bit more time, which I could have got but my therapist moved away, and I didn't want to start over for just a few months"
- "After spending 5 year with CAMHS I was not prepared to leave it was very sudden and was so formal as was discharged on my 18 birthday (the actually day).was not the kind of letter you like to receive on your 18th birthday"
- "It was all very last minute. I'd seen that a transition should start being planned 6 months before your 18th birthday, but when I raised this with my psychologist, she said they only say that to be cautious and it wasn't necessary. Three weeks before my 18th birthday and 1 week before my psychologist left CAMHS, there were still discussions about which service would be most



appropriate for me to be referred into and no one seemed to know what was happening”

- “I knew it was coming but I am not better and am worse but there is no help available and I have begged and tried everything I can”
- “The transition happened very quickly one day I was with CAMHS and the next I wasn't”
- “My old counsellor from CAMHS was going to meet up with my new counsellor but this never happened. I did have strategies to tell a new counsellor the way I like things done but she said she wasn't trained in that particular area”
- “I didn't get told about the transition until I got there one day and got told that I am not with them anymore”

Young people felt support was available and knew what was coming in preparation for transition:

- “I let things happen, control isn't something I feel, preparation isn't something I need to do because I don't feel like things are even real, yet I'm crippled with anxiety, but I feel no different about moving on”
- “It was good”
- “I moved to a new school that has good mental health support”
- “It was discussed well in advance”

Was there anything that made a positive difference to your transition?

- “Just how good my therapist was”
- “The CYP haven and speaking to one of the NSPCC support workers at volunteering”
- “My CAMHS nurse still lets me ring her”
- “A break from school”
- “Having the meeting to talk about progress”
- “I knew the name of the particular type of counselling that I had used at CAMHS”
- “The person = nice”

Was there anything that made a negative impact on your transition?

- “I haven't spoken to my CAMHS person in months, so it didn't feel difficult to move on. It wasn't a positive not negative experience. It was just an experience”
- “On and off I still felt the same as I was feeling”
- “It felt a little rushed”
- “Was completed by a stranger - I had not met the clinician before was told because of my autism I wouldn't engage with adults' services, which meant I was left with no support”



- "Lack of communication between services, last minute planning, no one really seeming to know what to do, and my CAMHS worker leaving so my transition was passed to a psychiatrist who didn't really know me and made it quite clear that she didn't have any interest in me (when I would phone her she would make me remind her who I was and why I was on her caseload)"
- "Having no service to take me and being told that no one in my county would take me"
- "Adult services only contact me once every 1-3 months for about 10 or less minutes"
- "The fact that there was no particular follow up"
- "I don't trust easy"

What support has been put in place for you before transitioning or after transitioning?

Young people said there was no support before/after transition

- "None and I badly need It"
- "Before transitioning I was beginning helped with my eating disorder and after transitioning, they don't care about my eating disorder but has referred me to the adult ADHD service for an assessment"
- "None. occasional meetings to talk about medication"
- "Nothing"

Others have said they did receive some support:

- "A number of other services suggested, which I took part in"
- "Nothing was put in place before transitioning, but the care coordinator I was allocated after a while was nice, supportive, and tried to make the experience easier"
- "GP medication reviews"

For future children and young people accessing this service, what would you change about the transition process?

Be clearer and more transparent:

- "Make a much clearer pathway and be more transparent with young people about how transitions work and what should happen. If a CAMHS worker leaves before the transition is complete, make sure the worker who should be coordinating the transfer of care knows the young person or is willing to offer the support to make the transfer easier"
- "More clear options in what they can do if their mental health is not good"
- "Tell them about it"

Ensure support is put in place:

- "That they actually speak to you and not just leave you to deal with it yourself!"



- "Make sure there is help in place or at least not to discharge them in the middle of treatment. And allow old CAMHS people to contact them as I tried to context my person but was told I was not allowed to talk to them"
- "It would be good if someone had clicked with their counsellor to be able to drop in if they were struggling with the service they had transitioned into. This would be good for up to one year after leaving this service."

More flexibility on age range:

- "Change the age you transition out of children's or at least make it more flexible. Have the transition based on what best for the child (child centred)"

Allow more time for discharge:

- "Let them have longer times and don't discharge them immediately"

Other comments:

"Make it faster"

"Depends on the child, really. Kids in care are used to moving around I suppose so it'll probably be difficult if they form a bond with the CAMHS person. I don't know though; I don't usually form bonds so have a fun fair well session?"

"It was a very traumatic experience for me, and I had to fight a lot to get the support I needed. It has now been almost 3 years since I was transferred from CAMHS to CMHRS and I've only recently been able to start talking about it and sharing my experience. Transitions are incredibly important and make a massive difference to someone's experience of mental health services"

"I hate it I need more support"

Action Cards

By combining the feedback we received from young people on the transition survey, we have pulled out a few action cards:

1. The language professionals use to children and young people is an issue e.g. professional saying that a young person is "not ill enough" to receive support. Perhaps more training for professionals around the language being used.
2. To have more clarity on services as young people are unsure what the purpose of services are. Perhaps have a mapping services for mental health services including up to 25.
3. To have a CYA group specific to transition for 18-25s.
4. To have a hub for young adults for transition.
5. Young people felt they were not prepared/given enough time for their transition. Young people would like an information pack when transitioning out of Children's mental health services.

Email: user.voice@surreycc.gov.uk

 On Facebook: [/UserVoiceandParticipationTeam](https://www.facebook.com/UserVoiceandParticipationTeam)

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