

Appendix K

Measuring outcomes and impacts of children's and young people's mental health interventions

GM CAMHS Specification

The GM CAMHS specification sets out expectations of services delivering and monitoring the following specified outcomes (in Appendix A: GM Community CAMHS outcome Metric), which requires the application of 5 Routine Outcome Measures (ROMs):

1. Goal Based Outcome (GBO)
2. Session Rating Scale (SRS)
3. Outcome Rating Scale (ORS)
4. Health Improvement-Experience Service (CHI-ESQ)
5. A ROM from the National CYPMH Outcome Metric chosen by the clinician.

The application of the ROMs is used to show of all Children and Young People, in treatment and/or discharged after treatment, how many show improvement in presenting problem following treatment.

- Denominator: All CYP MH referrals, with at least two contacts, at least one paired score, and at least one initial score above clinical cut-off.
- Numerator: The number of these referrals with reliable improvement recorded across at least one assessment, and no reliable deterioration against any other assessments.

This information is flowed by providers to the National Mental Health Services Data Set (MHSDS) and supports National, GM and local monitoring of outcomes. The GM CYPMH report is built on this detailed information through tableau and further work is planned from March 2021 to develop the outcomes reporting and capacity to benchmark both across GM and nationally. This work is being led by GM HSCP Data lead and CCG BI leads working with provider Information leads and with the GM Data Club.

Salford CAMHS outcomes 2020-2021

Salford CAMHS provides a quarterly summary of outcomes for children and young people (see below), which sets out the extent to which children and young people's mental health has improved and shows 41% of problems are resolved, partly resolved or largely resolved.

Outcomes 2020/21	Q1	Q2	Q3	YTD	%
Assessment/Opinion Only	104	151	164	419	29%
Problem(s) Resolved	60	44	49	153	11%
Problem(s) Partly Resolved	63	51	89	203	14%
Problem(s) Largely Resolved	90	62	82	234	16%
Problem(s) the same	48	51	54	153	11%
Worse	0	1	2	3	0%
Other - Outcome	21	38	55	114	8%
Not Known	65	46	47	158	11%

The above also shows that 29% of CAMHS outcomes are for assessment / opinion only, however this is key to informing education, health and care packages and securing the right support for children to ensure they are able to fulfil their potential and achieve good outcomes.

42nd Street outcomes measures and recovery rates

42nd Street uses nationally validated mental health routine outcomes and satisfaction measurement tools, which form part of the national Mental Health Services Dataset (MHSDS) and measures outcomes of mental health services commissioned by the NHS.

- **Goal Based Outcomes (GBOs):** goals set by young people at the outset of therapeutic support. Young people are supported to set a maximum of three realistic goals.
- **The Outcomes Rating Scale (ORS):** a self-reported sessional measure which captures mental health and wellbeing outcomes, with a focus on individual wellbeing, interpersonally - with family and close relationships; socially – at work, in school and with friends; and overall wellbeing.
- **Session Rating Scale (SRS):** a self-reported sessional measure which explores the therapeutic alliance including feeling heard, understood and respected, a focus on goals, approach and methods, and overall view of the session. This is completed at the end of the session.
- **Experience of Service Questionnaire (ESQ):** qualitative and quantitative self-reported measure of satisfaction completed once at the end of support.

GBO, ORS and SRS use a 0-10 rating scale, with 0 being lowest rated and 10 representing the most positive rating. All measures are understood to form part of a deeper review of therapeutic support. ESQ uses a rating scale appropriate to the series of questions and free text sections.

ORS Scoring (of a maximum of 40 score points) measures:

- T1 (Assessment): Scores below 28 are considered to indicate “clinical levels of distress”. The average national T1 score are 23
- Reliable Change: 5 point or more improvement from pre- treatment score (an increased score)
- Clinically Significant Change: 5 point or more improvement from pre-treatment score and crossed the cut-off score for age group
- Reliable Deterioration: 5 point or more worsening from pre-treatment score.

YP-CORE is a nationally validated 10 item self-report measure capturing: subjective well-being; commonly experienced difficulties/symptoms; risk; and life/social functioning.

Scoring ranges from 0 – 40, with 40 indicated the most severe level of distress: the risk cut-off is 3 and the clinical cut-off is 10. Scores can be divided into categories of distress:

- Healthy (0–5)
- Low (6–10)
- Mild (11–14)
- Moderate (15–19)
- Moderate-to-severe (20–24)
- Severe (25 and above)
- Clinically significant Improvement: scores reduce by 5 points or more

- Recovery: scores reduce by 5 or more points and the final score is below the clinical cut-off.

42nd street Outcomes (Recovery rates) 2020-21

From April - December 2020, 42nd street reported the following recovery rates for Salford young people.

When using YP-CORE to measure outcomes:

Salford YP: 65% of young people, with comparable data showed either clinically significant improvement or recovery.

When using Outcome Rating Scale to measure outcomes:

Salford YP: 54% of young people, with comparable data showed either reliable change or clinically significant change.

Online service outcomes:

Salford's Online provision scaled up significantly in 2020-21 in response to COVID and this has achieved amazing outcomes both in terms of engagement, inclusion and recovery rates exceeding those for core services. From April – December 2020, the online service supported:

- 33% LGBTQ
- 11% BAME
- 3% Young Carers
- 11% Disabled
- Average age of 18.

When using YP-CORE to measure outcomes

Salford Online YP: 71% of young people, with comparable data showed either clinically significant improvement or recovery.

National Benchmark for recovery

The national benchmark for recovery rates from a BACP study (in 2015) is 44%. This shows that the 42nd street recovery rates outlined above are significantly higher than nationally.

Service user satisfaction, participation, and feedback

Commissioned mental health services use a range of data and feedback from young people including the 'Experience of Service Questionnaire' to seek feedback from young people on their experiences of services they engage with against 12 key statements (see below). This information feeds into quarterly and/or annual reports. The data included in the table below is a summary of the 42nd street CHI-ESQ for Salford YP disengaged during Q1-Q3 as percentages for the YP that answered a particular question.

		Certainly True	Partly True	Not True	Don't know
1	I feel that the people who saw me listened to me	0	100	0	0
2	It was easy to talk to the people who saw me	3	97	0	0
3	I was treated well by the people who saw me	0	100	0	0
4	My views and worries were taken seriously	0	100	0	0
5	I feel the people here know how to support me	3	97	0	0
6	I have been given enough explanation about the support available here	0	100	0	0
7	I feel that the people who have seen me are working together to support me	0	100	0	0
8	The facilities here are comfortable (e.g. waiting area)	7	93	0	0
9	My sessions are usually at a convenient time (e.g. don't interfere with school, clubs, college, work)	33	67	0	0
10	It is quite easy to get to the place where I have my sessions.	7	93	0	0
11	If a friend needed this sort of support, I would suggest to them to come here	9	91	0	0
12	Overall, the support I have received here is good	0	100	0	0

Young people also routinely provide personalised feedback on their experiences and make recommendations on how services could be improved. Services pro-actively engage young people in a range of participation and engagement activities and groups to help shape and improve services. In addition, services routinely include detailed case studies to provide a fuller picture of the types of presenting needs of young people who engage with services, the range of interventions offered/provided, the goals and aspirations young people are involved in setting for themselves, and the journey/progress and outcomes achieved through interventions.

Some examples of service user feedback and of participation and engagement responses are included from 2020-21 monitoring reports for illustration in Appendix J.