

Rydym yn croesawu gohebiaeth yn y Gymraeg ac yn y Saesneg.
We welcome correspondence in Welsh or English.

📞 01639 683308
✉ christine.williams20@wales.nhs.uk

Dyddiad/Date: 18th November 2020

Lynne Neagle MS
Chair
Children, Young People and Education Committee

Dear Lynne,

RE: COVID-19 AND CHILDREN AND YOUNG PEOPLE'S MENTAL HEALTH

I am writing in response to your letter dated 10th November 2020 to the Chief Executive.

Our services across the Health Board have worked tirelessly to ensure access is maintained for children and young people and their families at this challenging time.

I have set out below some highlights to the work undertaken, and we have a dedicated webpage which can be accessed here; <https://sbuwb.nhs.wales/hospitals/a-z-hospital-services/children-young-people/>

1. Mental Health & Emotional Wellbeing Support for Children & Young People

Child & Adolescent Mental Health Service (CAMHS)

Very early during the pandemic, Welsh Government made clear that CAMHS services should be maintained as an essential service. As a result, all CAMHS services have been sustained throughout COVID, with a move to virtual consultations and face to face contact where necessary, although face to face is now increasing. Attend Anywhere is now rolling out to support enhanced virtual working. The Single Point of Referral Team has also been enhanced to ensure rapid access to advice and support.

COVID 19 has resulted in changes to the way the Child & Adolescent Mental Health Service (CAMHS) deliver mental health services across Swansea Bay for children & young people. Whilst we are restricted in how we deliver the service during this time, the Team have made changes to ensure that children & young people and professionals



get the advice and support they need. All contact should be made with the service via the Single Point of Contact service.

Swansea Bay CAMHS Telephone Single Point of Contact / Referral Line

- Open access 'front door' to Swansea Bay CAMHS
- For all children / young people & their families, and for all professionals
- Provides telephone advice, support and referral triage for all
- Provides access to the CAMHS Crisis Team for urgent referrals
- Provides Duty Clinician support for those already open to CAMHS
- **9am – 5pm Monday to Friday**. Please contact 01639 862744.

Swansea Bay CAMHS Crisis Team

- Operates **9am – 9:30pm seven days per week**
- Provides direct assessment and short-term follow-up for urgent referrals
- Referrals should be made via the **CAMHS Telephone Single Point of Contact /Referral Line** (01639 862744) Monday to Friday 9am to 5pm and via **Morrison Hospital Switchboard** (for hospital and GP referrals only) outside of these hours.

This information is available via the webpage link above, together with access to the Welsh Government Young Person's Mental Health Toolkit, which links young people, aged 11 to 25, to websites, apps, helplines, and more to build resilience and support them through the Coronavirus pandemic and beyond.

Emotional Health & Wellbeing

Supporting children and young people with their mental health is recognised as a multi-agency challenge that requires a multi-agency response. Children Services, and education departments within the local authorities have worked together to maintain support to children and young people including maximising the use of online resources supported by a communication plan, and other school led services including counselling. As the schools re-open in September, the priorities from a partnership perspective will be to ensure that the support is flexible enough to meet the changing needs of children & young people.

The Health Board has a Delivery Plan with agreed priority areas to support children with their emotional and mental health. This work-programme has largely been put on hold during the pandemic due to staff deployed to other areas. However, one key priority for completion for Q3/Q4 will be to complete the regional website funded by Welsh Government Service Improvement monies to support children & young people with their emotional and mental health. The Health Board have also received service improvement monies for additional psychological therapies this year, and this will enable the roll-out of an Emotional Health & Wellbeing Service hosted by CAMHS in January 2021.

2. Neurodevelopmental Services (ASD and ADHD)

We have carried out in excess of over 800 consultations by the roll out of digital solutions, in particular Attend Anywhere. Patient feedback has highlighted the benefit of continued services both virtual and in clinic where this best meets the needs of child and young person:-

- Virtual appointments
 - ASD: parent interview by phone, feedback and follow up by video.
 - ADHD: parent information session by video, medication follow up by phone.

- We have reopened a small number of face to face appointments in clinic for *specific* reasons. Staff wear full PPE, maintain social distancing and strict hand washing for pupils.
 - ASD: the 60 minute ADOS – direct observation of the pupil.
 - ADHD: the weekly physical checks for pupils on a medication trial.

Training and advice - We continue to deliver our teacher advice session - ND forum using Microsoft Teams across both Local Authorities

A link to our webpage can be found here:-

<https://sbuhb.nhs.wales/hospitals/a-z-hospital-services/children-young-people/hospital-and-community-services/community-services-for-children/ndd-and-therapies/help-with-autism-adhd/>

3. Acute and Community Paediatric outpatient services

At the onset of the pandemic, all outpatient services for Paediatrics were centralised on to one site in order to reduce risk, with the Singleton Childrens Outpatient department having good accessibility and able to maintain social distancing. Initially face to face appointments were for those who were clinically urgent only, and supported by a rapid roll-out of the use of Attend Anywhere for patients to have appointments virtually. This has expanded throughout the summer and we now provide a combination of face to face and virtual appointments across the three hospital sites. The Paediatric psychology team have developed dedicated videos and posters of what to expect when you come in to hospital and these can be found by using the link below:

<https://sbuhb.nhs.wales/coronavirus-covid-19/information/going-to-your-hospital-appointment-children/>

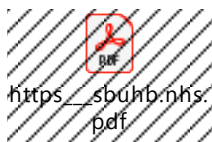
4. Acute emergency paediatric services

At the onset of Covid we implemented a project that had been in the planning stage, which is a single point of access for all emergency paediatric referrals via a dedicated Childrens Emergency Unit (CEU). The department is separate from the main adult emergency department, and staffed jointly by Paediatric ED and Consultant Paediatricians and paediatric nurses. All GP referrals were redirected to this dedicated department, minimising risk during the pandemic and ensuring children young people and their families were seen quickly for assessment.

Further information can be found on our webpage.

5. BAY Youth

Children's Services have worked in collaboration with Bay Youth to create a leaflet to provide children with the support and information they need to help them in the Covid-19 pandemic. They are also undertaking a project for National Safeguarding week about how to keep safe during Covid19.



6. Local Authority links

Our webpage also provides links to our local authority services for children and young people:-

<https://www.swansea.gov.uk/coronavirushelpcyp>

Lastly, we have a patient experience nurse dedicated to obtaining patient feedback from children and young people and their families. During the pandemic this has included meeting children & young people prior to surgery and again whilst they are on the ward and visiting all areas in Morriston to speak to parents and children to chat about their stay and establish if they need any support. Our Specialist nursing team have maintained contact with families, providing both virtual and direct care as appropriate. Our Community Nursing team have continued to provide direct care and make virtual contacts with parents and families to ensure they have the support they require. We are about to start a survey with these children and families and will be asking about their experiences during Covid.

I hope the above provides you with reassurance that the mental health and wellbeing of our children and young people is a key priority for the Health Board.

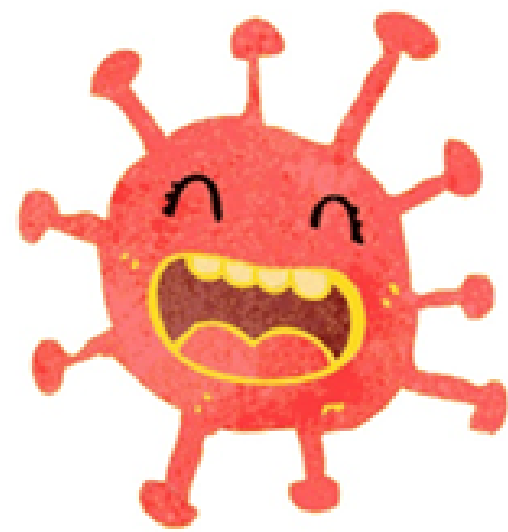
Yours sincerely,




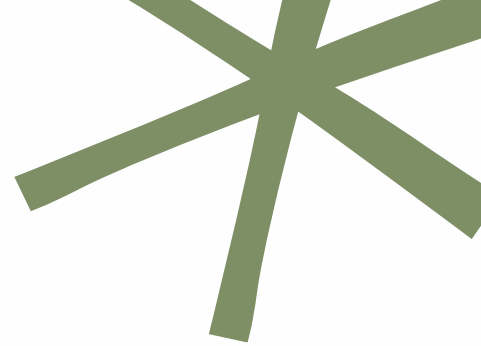
CHRISTINE WILLIAMS
INTERIM DIRECTOR OF NURSING & PATIENT EXPERIENCE

COVID-19

What you need to know about me.....



If you look at me under a microscope, I look like I'm wearing a crown! 



Who am I?

Hello my name is COVID-19. I'm a new virus that is travelling around the World. I come from a family of Coronaviruses. I was born in 2019. You can call me COVID-19.

How do I spread?

I travel from person to person. You can catch me by being close to someone who has COVID-19 and is coughing. I can also travel from surface to surface.

How can you stay safe?

- Wash your hands with soap and water regularly for 20 seconds (try singing happy birthday twice through)
 - Use a hand sanitizer
- Try not to touch your face too much
- Keep your distance from others when out and about

How do I make you feel?

It's mainly adults who catch me and most people only feel a little bit poorly, some may have:

- A cough
- A sore throat
- A runny nose
- A temperature
- Difficulty breathing
- Loss of taste and smell

I love to travel...

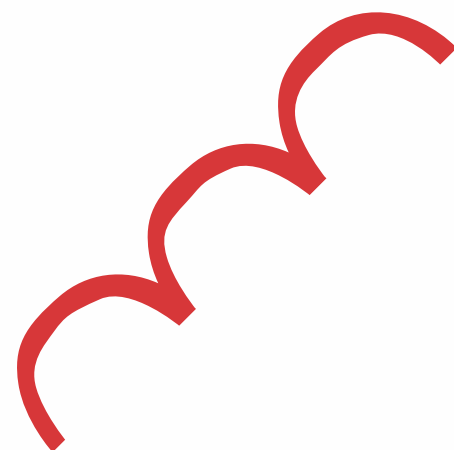


Most children who catch me will be looked after at home, but if you and your family need advice call the NHS 111 helpline.

Getting tested

Some children may need to have a test to see if they've caught me. The test is really simple, using something like a cotton bud, a nurse or doctor will rub the inside of your nose or throat. If you have me, the nurse or doctor will decide what to do next.

The nurses and doctors may look a bit funny as they will be dressed up in clothes to protect you and them. Masks, gloves and gowns help to stop me travelling.....



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

