

Developing Active Young Minds Ltd

# Developing Active Young Minds Ltd

## Inspection report

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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

## Ratings

### Overall rating for this location

Good



Are services safe?

Good



Are services effective?

Good



Are services caring?

Outstanding



Are services responsive to people's needs?

Good



Are services well-led?

Good



# Summary of findings

## Overall summary

**This service is rated as Good overall.**

The key questions are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Outstanding

Are services responsive? – Good

Are services well-led? – Good

We carried out an announced comprehensive inspection at Developing Active Young Minds as part of our ongoing comprehensive mental health inspection programme. It was carried out as an announced inspection because the Registered Manager was not on site 5 days a week due to carrying out assessments at various locations.

This service is registered with CQC under the Health and Social Care Act 2008 in July 2021 to provide treatment of disease, disorder or injury by the prescribing of medication and has never been inspected.

Mr Mark Wretham is the registered manager who is also the registered provider. A registered manager is a person who is registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

### **What people told us:**

We spoke with 14 families and carers and 3 others (doctor, nurse and headteacher) all of who spoke very highly of the Registered Manager and the services provided. Comments such as 'It's a life saver service,' 'He is like Father Christmas,' 'He is a lovely person, so kind caring, professional working with neurodivergent children and is not in it for the money as he puts so much energy and time into his work,' 'provides lots of ongoing support at no cost and he genuinely cares.'

### **Our key findings were:**

The registered manager conducted safety risk assessments and had appropriate safety policies, which were regularly reviewed. They outlined clearly where to go to for further guidance.

The service had systems to safeguard children and vulnerable adults from abuse. The service had systems in place to assure that an adult accompanying a child had parental authority.

# Summary of findings

Patients received coordinated and person-centred care. The registered manager referred to, and communicated effectively with, other services when appropriate. The registered manager completed a thorough and comprehensive assessment of patients and prior to the assessment, information was collected from schools, GPs and any other services involved in the patients care.

The registered manager received excellent feedback from patients. We reviewed 98 online reviews and feedback from 15 families or carers we contacted, all of whom were very positive about the service provided and felt there needed to be more of the registered manager as he worked so well with children and young people.

We saw evidence of excellent 5 star rating feedback received by the service and specifically of the registered manager and the care and treatment provided.

Openness, honesty and transparency were demonstrated at all times. The registered manager was aware of and had systems to ensure compliance with the requirements of the duty of candour.

The registered manager encouraged and heard views and concerns from the public, patients, school staff and external partners and acted on them to shape services and culture.

The registered manager was passionate about working with children and young people and had gone above and beyond in providing ongoing support and also free follow up appointments to patients.


## **Our inspection team:**

Our inspection team was led by a CQC lead inspector. The team included a CQC Operations Manager, a team inspector, a specialist adviser and an expert by experience.

The inspection was led by a CQC inspector who had access to advice from a specialist advisor.

# Summary of findings

## Our judgements about each of the main services

| Service   | Rating   | Summary of each main service |
|---|--|------------------------------|
| Specialist community mental health services for children and young people | Good  |                              |

# Summary of findings

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# Summary of this inspection

## Background to Developing Active Young Minds Ltd

Developing Active Young Minds is a private practice specialising in child autism and ADHD assessments in the Coventry & Warwickshire area, however also covers North Oxfordshire and South Leicestershire.

Services include:

Assessment, Diagnosis and Treatment of Child Attention Deficit Hyperactivity Disorder (ADHD)

Assessment, Diagnosis and Treatment of Childhood Depression and Anxiety.

Assessment, Diagnosis and Advice on Autistic Spectrum Condition in Children

The registered manager is a Psychiatric Specialist Prescribing Nurse with a background working with children and young people who have struggled with mental ill health or neurological conditions such as Autistic Spectrum Condition (ASC) and Attention Deficit Hyperactivity Disorder (ADHD). He is a Non-Medical Prescriber (V300) and can diagnose ASC (diagnosis verified and supported by a Doctor of Psychology as per NICE guidelines), ADHD, Mood disorders and co-morbidities of these conditions/illnesses. He can also prescribe psychotropic medications if they are appropriate.

The registered manager works on his own from a small base office in Stratford. No patients are seen there as assessments are carried out during home visits or within a school. The registered manager confirmed his current caseload is of approximately 80 children and young people across the 3 areas and there is not a waiting list as the books are closed when capacity is reached. He works at the base on Monday and Friday only and is out travelling and carrying out assessments Tuesday, Wednesday and Thursday. He also carries out some phone consultations.

## How we carried out this inspection

This was an announced comprehensive inspection looking at the key lines of enquiry in the safe, effective, caring, responsive and well led domains.

Before the inspection visit, we reviewed information that we held about the location. During the inspection visit the team:

- visited the main base of the service location where we spoke to the registered manager, toured the service location and reviewed 6 electronic clinical care records
- spoke with 14 families or carers of children and young people by telephone and 1 contacted by email
- spoke with a clinical psychologist consultant, a school headteacher and a NMP (non- medical prescriber) clinical nurse specialist
- observed and listened to an initial consultation call carried out by the registered manager
- viewed 3 assessments videos with prior consent of families or carers
- reviewed 98 online reviews
- looked at a range of policies, procedures and other documents relating to the running of the service.

To get to the heart of patients' experiences of care and treatment, we always ask the following five questions:

# Summary of this inspection

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

These questions therefore formed the framework for the areas we looked at during the inspection.

## Outstanding practice

The service had 98 outstanding online reviews all of which were a 5 star rating. There had never been any complaints about the service. The registered manager was highly respected by families and carers with very positive feedback and always went above and beyond with the care of their children and young people. The registered manager used an online messaging service that was considered as important by families and carers as a very quick response was always received. There was no waiting list, there was a good turnaround of the assessment process and feedback told us this was an invaluable service. The registered manager provided ongoing support and free follow up appointments too. The registered manager and his service was awarded the 'Carer Friendly Award' for Autism and ADHD in November 2021.

# Our findings

## Overview of ratings






Our ratings for this location are:

|   | Safe | Effective | Caring      | Responsive | Well-led | Overall |
|---|------|-----------|-------------|------------|----------|---------|
| Specialist community mental health services for children and young people | Good | Good      | Outstanding | Good       | Good     | Good    |
| Overall   | Good | Good      | Outstanding | Good       | Good     | Good    |



# Specialist community mental health services for children and young people

Good 

|            |   |
|------------|---|
| Safe       | Good         |
| Effective  | Good         |
| Caring     | Outstanding  |
| Responsive | Good         |
| Well-led   | Good         |

## Is the service safe?

Good 

### We rated safe as Good because:

#### Safety systems and processes

##### The service had clear systems to keep people safe and safeguarded from abuse.

The registered manager conducted safety risk assessments and had appropriate safety policies, which were regularly reviewed. They outlined clearly where to go to for further guidance.

The service had systems to safeguard children and vulnerable adults from abuse. The service had systems in place to ensure that an adult accompanying a child had parental authority.

The service worked with other agencies to support patients and protect them from neglect and abuse and took steps to protect patients from abuse, neglect, harassment, discrimination and breaches of their dignity and respect.

People who used the services were at the centre of safeguarding and protection of discrimination. The service worked closely with schools and GP practices to ensure the safety of the patients at all times.

There was an effective system to manage infection prevention and control.

The registered manager carried out appropriate environmental risk assessments, which took into account the profile of people using the service and those who may be accompanying them.

The registered manager provided clear communication to ensure the safety of the children, young people and their families.

#### Risks to patients

##### There were systems to assess, monitor and manage risks to patient safety.

# Specialist community mental health services for children and young people

Good 

The registered manager understood his responsibility to manage emergencies and to recognise those in need of urgent medical attention. We reviewed 6 clinical records, all of which included how to manage risk safely. Should an emergency or the patient's condition deteriorate during an appointment, the emergency services would be contacted and support provided until they arrive. Access to the GP and other colleagues was available should it be required. We reviewed the assessment packs given to families/carers with information and contacts to help.

There was suitable equipment such as the clinical equipment bag which was stored appropriately and checked regularly.

There were indemnity arrangements in place and appropriate certificates were in date.

Individual risk assessments were very thorough and were completed prior to any face to face assessment. A proactive approach was used to discuss the process with families and carers via email, phone and an online messaging service. We reviewed 6 clinical records, all of which were very clear, transparent evidencing patient and carer involvement. Each record included a consent form, shared care letter, review summary, physical observations, contingency/crisis plan, personal and home risk assessments, neurodevelopmental assessment and recommendations.

## Information to deliver safe care and treatment

### **The registered manager had the information needed to deliver safe care and treatment to patients.**

Individual care records were very clear, thorough, written and managed in a way that kept patients safe. The care records we saw showed that information needed to deliver safe care and treatment was available in an accessible way.

We saw transparent clinical care records evidencing patient and carer involvement.

The service had systems for sharing information with other agencies to enable them to deliver safe care and treatment. The registered manager liaised with schools and GP practices to support the care and placements of patients.

The registered manager had a system in place in liaison with GPs to retain medical records in line with Department of Health and Social Care (DHSC) guidance in the event that they cease trading.

The registered manager was always happy to be contacted, available for questions and would respond as soon as possible. The registered manager had regular contact with the families post assessment.

All 15 families and carers we spoke to confirmed they had never had any appointments cancelled.

## Safe and appropriate use of medicines

Developing Active Young Minds prescribed psychotropic medicines where appropriate and there were no medicines including vaccines, controlled drugs and emergency medicines on site. The registered manager kept prescription stationery securely and monitored its use.

The registered manager prescribed medicines where necessary to patients and worked with the GP's to give advice on medicines in line with legal requirements and current national guidance. Where appropriate the registered manager would request that medicines were placed on repeat prescription via the GP using the NHS shared care protocol.

# Specialist community mental health services for children and young people

Good 

Medicines would only be prescribed if it was clinically indicated. We saw evidence of discussion regarding medicines during clinical supervisions sessions.

A medicine review would be carried out following the service assessment, including titration to a therapeutic dosage and a letter to the GP would highlight all the necessary information.

## Track record on safety and incidents

### The service had a good safety record.

There were comprehensive risk assessments in relation to patient safety issues. The registered manager completed a risk assessment checklist prior to entering a patients home to ensure safety. All risks were assessed and managed using risk assessments and reviewed regularly, All clinical risks associated with the patients care and treatment were communicated with their GP.

There were no incidents to report but processes were in place if necessary.

The registered manager monitored and reviewed activity. The registered manager had an active caseload of 80 patients that was manageable and did not have any patients on a waiting list.

## Lessons learned and improvements made

### The service learned and made improvements when things went wrong.

There was a system for recording and acting on significant events. The registered manager understood their duty to raise concerns and report incidents and near misses.

There were policies for reviewing and investigating when things went wrong. The service had not had any significant events and therefore had not had any investigations to review.

The registered manager was aware of the requirements of the Duty of Candour and knew of the culture of openness and honesty. The service had a policy and systems in place for knowing about notifiable safety incidents

The registered manager was aware of external safety events as well as patient and medicine safety alerts.

## Is the service effective?

Good 

### We rated effective as Good because:

#### Effective needs assessment, care and treatment

# Specialist community mental health services for children and young people

Good 

**The registered manager had systems to keep up to date with current evidence based practice. We saw evidence that the registered manager assessed needs and delivered care and treatment in line with current legislation, standards and guidance.**

Patients' needs and physical health observations were assessed and delivered in line with the NICE (National Institute for Health and Care Excellence) best practice guidance.

The registered manager prescribed medicines where necessary in line with the NICE guidance and gave families or carers medicines information of side effects and release formulation either by email or hard copy.

Patients' immediate and ongoing needs were fully assessed. Where appropriate this included their clinical needs and their mental and physical wellbeing.

The registered manager assessed using a ratings scale SNAP IV (special needs assessment profile) and the tests administered were ADI – R Autism Diagnostic Interview-Revised for informed developmental history and information gathering, ADOS- 2 Autism diagnostic observational schedule, CAST – childhood autism spectrum test. The QB (quantified behaviour) test is also used which is a diagnostic screening tool which provides objective information to aid the assessment of ADD/ADHD (attention deficit hyperactivity disorder).

The registered manager had contact with the GP when prescribing and requesting shared care.

The registered manager had enough information to make or confirm a diagnosis. Every assessment and care record clearly identified the patient's diagnosis.

We saw no evidence of discrimination when making care and treatment decisions.

The service did not have any repeat patients however the registered manager was happy to provide information and support without any charge.

The registered manager used an online messaging service to contact carers of children and young people and patients which worked effectively as messages were responded to very quickly.

## **Monitoring care and treatment**

**The service was actively involved in quality improvement activity.**

The registered manager encouraged feedback from patients and any improvements where required. We reviewed 98 reviews and obtained feedback from 15 families or carers, all of whom were very positive about the service provided and felt there needed to be more of the registered manager as he worked so well with children and young people.

The service used information about care and treatment to make improvements. The registered manager was keen to understand patients needs and have equitable care. Carers and families fed back very highly of the service and appreciated the low charge and sometimes no charge for advice.

The registered manager had a record of audits to check the quality of care and outcomes for patients. The registered manager monitored patient outcomes at regular intervals and at 3 months outcomes were shared with the GP with a plan to move the patient forward.

# Specialist community mental health services for children and young people

Good 

## Effective staffing

### **The registered manager had the skills, knowledge and experience to carry out his role.**

We saw evidence that the registered manager was appropriately qualified. The registered manager has had many years of experience working with children and young people.

Relevant professionals (medical) were registered with the General Medical Council (GMC) and were up to date with revalidation.

Up to date records of skills, qualifications and training were maintained.

## Coordinating patient care and information sharing

### **The registered manager worked well with other organisations, to deliver effective care and treatment.**

Patients received coordinated and person-centred care. The registered manager referred to, and communicated effectively with, other services when appropriate. The registered manager ensured a thorough and comprehensive assessment of patients. Prior to the assessment, information is collected from schools, GPs and any other services involved in the patients care.

Joint working is in place with schools, education providers, GPs, CAMHS which supports in assessing ongoing risk too.

Before providing treatment, the registered manager worked with doctors to ensure they had adequate knowledge of the patient's health, any relevant test results and their medicines history. We saw examples of patients being signposted to more suitable sources of treatment where this information was not available to ensure safe care and treatment.

All patients were asked for consent to share details of their consultation and any medicines prescribed with their registered GP on each occasion they used the service.

The registered manager had risk assessed the treatments offered. The registered manager identified medicines that were not suitable for prescribing if the patient did not give their consent to share information with their GP, or they were not registered with a GP. For example, medicines liable to abuse or misuse, and those for the treatment of long term conditions such as asthma.

Care and treatment for patients in vulnerable circumstances was coordinated with other services.

Patient information was shared appropriately (this included when patients moved to other professional services), and the information needed to plan and deliver care and treatment was available in a timely and accessible way. There were clear and effective arrangements for following up on people who had been referred to other services.

## Supporting patients to live healthier lives

### **The registered manager was consistent and proactive in empowering patients, and supporting them to manage their own health and maximise their independence.**

# Specialist community mental health services for children and young people

Good 

Where appropriate, the registered manager gave people advice so they could self-care and supported them with further information.

Risk factors were identified, highlighted to patients and where appropriate highlighted to their carers for additional support.

Where patients needs could not be met by the service, the registered manager redirected them to the appropriate service for their needs.

## Consent to care and treatment

### **The registered manager obtained consent to care and treatment in line with legislation and guidance.**

The registered manager understood the requirements of legislation and guidance when considering consent and decision making.

The registered manager supported patients and their families or carers to make decisions. Where appropriate, they assessed and recorded a patient's mental capacity to make a decision.

The service monitored the process for seeking consent appropriately via clinical notes and audits.

## Is the service caring?

Outstanding



### **We rated caring as Outstanding because:**

#### **Kindness, respect and compassion**

### **The registered manager treated patients with kindness, respect and compassion.**

The registered manager genuinely cared about patients and actively sought their feedback in order to provide the best service they could.

We reviewed 98 online reviews about this provider, and all the feedback from patients and families was excellent about the way the registered manager always treated people with kindness, compassion, dignity and respect. Patients and their families and carers felt very empowered to make better choices, felt valued with the bespoke support and told us that the registered manager was exceptional and truly inspiring. All of the feedback reflected a positive child and family focused service that had a huge impact in their homes and school life. One parent told us the registered manager is more accessible than any other service their child has needed. There was no waiting list and there was a very good turnaround. Parents told us the registered manager's service was invaluable as they also provided help and support for them to get specialised placement for their child. They told us where both parents were not available, weekend appointments would also be offered so that both parents could attend.

# Specialist community mental health services for children and young people

Good 

One parent told us that they had shared positive feedback of the service with various different groups they were involved in, and recommended the service to families and friends especially given that all 3 children were given excellent support to help them with their lives and keep going.

Families and carers said the registered manager was so caring, passionate and always went above and beyond their expectations. For example one parent told us if it wasn't for the registered manager's service intervention, assessment and support, their child would not be with the family at this moment in time. They felt believed, accepted and that the registered manager had just 'got it.' They said this was the first professional that they had met that they felt understood what the family had gone through and was always accessible.

The registered manager was always accessible to support parents and their children. For example, one parent told us when their school had failed to follow guidelines and provide the support their child needed, the registered manager immediately stepped in and offered to visit their child. They went above expectations. For example one parent told us the support provided built confidence for their child to access and engage in activities in the community and they were extremely pleased seeing a positive difference in their child both at home and school. The registered manager did not charge for this service and ensured the child had the personalised support they required. The registered manager wherever possible used the 'skills not pills' approach to help support families carers and their children. If medicines were the best way forward, the registered manager would explain clearly how that would work and ensure the families or carers were fully engaged and involved in the decisions.

Parents and carers told us the care plans also included options for healthier choices of food, information about regular health checks, shared care and the titration of medicines. If there was anything they were unsure about the registered manager was very flexible and accessible to contact by email or text with a very quick response. One parent told us they were so happy when the registered manager helped their child to lose a significant amount of weight and explore more activities of interest to support with their health.

Another parent told us that it was very stressful for parents, particularly when children are transitioning from primary to secondary school. They said the registered manager recognised the stress they were under and took a great deal of time and understanding to support them through the initial process. The registered manager was very thoughtful and ensured they followed up on their concerns, even after the process had concluded. One parent explained that the registered manager had lifted the weight off their shoulders and made the transition process run smoothly. This demonstrated how the registered manager developed a truly inclusive partnership with the family which had helped empower them and resolve their worries and anxieties.

Parents told us they felt there needed to be more people like the registered manager to help support and advise of the relevant diagnosis of ADHD, ASC and Autism. Parents also told us support didn't just stop after diagnosis, as the registered manager was very willing to help with ongoing support and they build very good relations with patients, families and carers.

The registered manager recognised, respected and demonstrated the totality of peoples needs. They always understood and took patients' personal, cultural, social and religious needs into account and great depth. For example, before the assessment was carried out the registered manager would always have a conversation with the parents and gave them an opportunity to answer questions specific to their child and their needs, respecting personal, cultural, social and religious beliefs. The parents would also be asked if there was anything in particular that their child likes doing, such as playing with building blocks, drawing, colouring or carrying out sports.

# Specialist community mental health services for children and young people

Good 

The registered manager had built trust and had been very effective and comprehensive in assessments with not only diagnosing where appropriate, or to support children who had trauma, but also to offer guidance to ensure care recognised patients social, emotional, or mental health related needs. The registered manager was innovative and creative and used a variety of methods on a personalised basis to help reduce anxiety. This included puzzles, games and using building blocks to create something of the child's choice whilst asking questions about it, leading to a story telling technique. We saw a video where the registered manager was very child focused and decided to change an activity or move to another area of the room to suit the child and reduce any anxiety during the assessment. All information about the likes and dislikes of the child would be shared by the families and carers before assessment so that the registered manager could plan the assessment according to the child's needs. The registered manager provided families and carers with information about coping strategies and how they could help support their child such as praising and rewarding when rules were followed, giving clear effective directions when asking questions, to look after their own mental health and feel open to ask any question. One parent told us their own mental health improved with the support of the registered manager's advice.

The registered manager would also help the child to think in a positive way if something could not be done, by saying 'lets see how this can be done.' Children were asked of their interests such as painting, drawing, writing, music, sports, dance and parents were supported with advice from the registered manager. Children and families found this approach to be very effective and were enormously grateful of such support. Parents told us that the registered manager had always been non-judgemental and built a well respected relationship with them saying it had been amazing for the child to easily engage too. A parent also explained that the registered managers explanations were very clear and concise and the strategies used practically were amazing because the outcome of the assessment determines if a diagnosis is required. The registered manager also shared infographics ( a visual representation of information for a clearer understanding) online that was very useful for their families.

All of the parents and carers we spoke to said they were so relieved when they contacted the service as the registered manager had given an immediate response and a very quick turnaround appointment, as they had waited at least 4 years of trying to get their child assessed.

The registered manager was exceptionally skilled at working with partner agencies. One parent told us, the registered manager and the GP would work together to carry out regular wellbeing and medicine checks of one child who was studying at university. The child would regularly send height/weight and blood pressure readings to the registered manager online. The parents also told us that their child was unable to drink alcohol and being mindful of being at university, the registered manager offered advice regarding no consumption of alcohol and made their child feel at ease knowing there was someone to speak to and always available. They displayed an understanding and non-judgmental attitude to all patients. Parents told us that the registered manager showed an open, transparent and caring approach to both them and their child that boosted their confidence.

The registered manager consistently gave patients and their families timely support and information across a variety of mediums. The registered manager gave lots of valuable information to patients and their families or carers as part of the initial assessment, within an information pack, via an online messaging service. They also created an online social media and social networking service to help with accessibility. This information contained a lot of interesting extra guidance or where additional support could be accessed, for example we saw a document that included systems, strategies and solutions for teaching and managing students with ADHD (attention deficit hyperactivity disorder). Families and carers told us the registered manager would go that extra mile to help and support them. They also received very useful information for parents and carers to follow a practical approach at home if their child was diagnosed with for example ASD (Autistic Spectrum Disorder).



# Specialist community mental health services for children and young people

Good 

## Involvement in decisions about care and treatment

**The registered manager helped patients to be involved in decisions about care and treatment. There is a strong, visible person centred culture. All families and children were 100% involved in the assessments resulting in either a diagnosis and/or a report with recommendations.**

Interpretation services were available for patients who did not have English as a first language.

Patients were also told about multi-lingual services who might be able to support them. Information was available in easy read formats, to help patients be involved in decisions about their care. The registered manager provided links and resources to help support with information sharing.

Carers and families of patients told us through interviews and reviews, that they always felt listened to, treated with dignity and respect and supported by the registered manager. They had sufficient time and never felt rushed during consultations to make an informed decision about the choice of treatment available to them. One family told us that one parent was not there at the time of the visit and were so grateful that the registered manager revisited as it was important to ensure both parents knew of the discussion or outcome.

Another parent told us that they had a difficult time with their family and it felt like they were 'drowning', but the registered manager was like 'the life raft that saved them'. They said they would recommend the service to anyone.

Carers and families told us that the registered manager was so caring, amazing, not in it for the money, non judgemental and genuinely wanted to help. Families, carers and their children were active partners of their care. For example one parent told us that with the registered manager's help they were able to get free medicines on the NHS. One parent told us the registered manager was like Father Christmas and fantastic as they put a smile on their child's face. Overall, all online reviews, interviews with parents, a school headteacher and the clinical nurse specialist were very appreciative and positive about the work and care the registered manager provided. The clinical psychologist also spoke highly of the registered manager and told us he was well respected. The clinician valued the registered managers professional opinion and would come out to clients where advice was needed regarding medication.

For patients with learning disabilities or complex social needs, family, carers or social workers were appropriately involved. The registered manager had excellent relationships with schools to make decisions on school placements and recommendations to support children during their education. A headteacher told us there was a dedicated area to carry out assessments and also to help support children with a specific diagnosis and to meet their needs. The headteacher told us, teachers also had relevant training from the school to support with the awareness of autism and ADHD.

A headteacher told us, it was great to work with a real person and not just a letter as it was face to face. They said that throughout the registered managers involvement and support there had been quality of the services, trust, accuracy of assessments and there had always been feedback sessions that were very useful.

The registered manager communicated with people in a way that they could understand, for example, communication aids and easy read materials were available. The registered manager ensured there was ongoing support available and helped support families, carers and patients even if it wasn't related to the diagnosis, for example how to deal with anxieties, stress and depression. Parents told us the registered manager made them feel at ease and listened to and that the reports give were very comprehensive and simple to understand.

## Privacy and Dignity

# Specialist community mental health services for children and young people

Good 

**The registered manager was highly motivated, inspired to offer care that was kind, promoting and respecting patients' privacy and dignity.**

The registered manager recognised the importance of people's dignity and respect. The registered manager ensured people were respected from initial consultation, assessment and ongoing support.

The registered manager knew that if patients wanted to discuss sensitive issues or appeared distressed they could offer them a private room to discuss their needs. The registered manager discussed where the patient and family would feel comfortable for the assessment to be carried out e.g. school or at home. Peoples emotional and social needs were highly valued by the registered manager and were embedded into their care and treatment.

We reviewed 3 videos of assessments carried out by the registered manager and the interaction between the child or young person showed clear and simple communication to help them understand, a comfortable area to carry out the assessment, a smile on the childs face and a change of activity or assessment to suit the child. Observations showed the registered manager as polite, caring, positive, listening with patience and engaged with the child or young person and their families or carers. We also observed and listened to an initial telephone consultation with a family showing how the registered manager asked questions to make them feel at ease and understand the processes to follow. Feedback from the end of the conversation was positive and the family understood the next actions e.g. contact with the school and showing a photo of the registered manager to their child prior to the assessment. The registered manager was also happy to answer any questions regarding the process and assessment.

## Is the service responsive?

Good 

**We rated responsive as Good because:**

### **Responding to and meeting people's needs**

**The registered manager organised and delivered services to meet patients' needs. It took account of patient needs and preferences.**

The registered manager understood the needs of their patients and improved services in response to those needs. For example one parent told us their child was anxious so preferred the assessment to be carried out in their own home. They told us were amazed with the assessment.

The facilities and premises were appropriate for the services delivered. The registered manager used appropriate tools and equipment such as games and cards to help with the assessments that worked very well. Most assessments are carried out in patients homes and some in schools.

Reasonable adjustments had been made so that people in vulnerable circumstances could access and use services on an equal basis to others.

### **Timely access to the service**

# Specialist community mental health services for children and young people

Good 

**Patients were able to access care and treatment from the service within an appropriate timescale for their needs.**

Patients had timely access to initial assessment, test results, diagnosis and treatment.

The service did not have a waiting list.

Patients with the most urgent needs had their care and treatment prioritised.

Patients families and carers reported through feedback that the process of the appointment system was clear and precise.

Referrals and transfers to other services were undertaken in a timely way by email, telephone and letters.

## Listening and learning from concerns and complaints

**The service took complaints and concerns seriously and knew how to respond to them appropriately to improve the quality of care.**

Information about how to make a complaint or raise concerns was available.

There were no complaints received at the time of the inspection.

The service had complaint policy and procedures in place.

## Is the service well-led?

Good 

**We rated well-led as Good because:**

### Leadership capacity and capability

**The registered manager had the capacity and skills to deliver high-quality, sustainable care.**

The registered manager was knowledgeable about issues and priorities relating to the quality and future of services.

The registered manager was visible and approachable. The registered manager worked closely with families and others to make sure they prioritised being compassionate and inclusive.

The registered manager went above and beyond to deliver high quality care and support families and patients free of charge too.

### Vision and strategy

# Specialist community mental health services for children and young people

Good 

**The registered manager had a clear vision and credible strategy to deliver high quality care and promote good outcomes for patients.**

There was a clear vision and set of values. The service had a realistic strategy and supporting business plans to achieve priorities.

The registered manager was aware of and understood the vision, values and strategy and their role in achieving them

## Culture

**The registered manager had a culture of high-quality sustainable care.**

The registered manager respected, supported and valued everyone. The registered manager told us he is very proud of the service and has a passion to work with children.

The registered manager focused on the needs of patients.

Openness, honesty and transparency were demonstrated at all times. The registered manager was aware of and had systems to ensure compliance with the requirements of the duty of candour.

The registered manager knew what to do to raise concerns. They had confidence that these would be addressed.

The registered manager was supported to meet the requirements of professional revalidation where necessary. The registered manager set protected time for professional time for professional development and evaluation of their own work. The registered manager had regular supervision and we saw evidence of thorough conversations and decisions made.

The registered manager took strong emphasis on the safety and well-being of himself and the people he worked with.

The registered manager actively promoted equality and diversity.

There were positive relationships between the registered manager and the school and GPs.

## Governance arrangements

**There were clear responsibilities, roles and systems of accountability to support good governance and management.**

Structures, processes and systems to support good governance and management were clearly set out, understood and effective. The governance and management of partnerships, joint working arrangements and shared services promoted interactive and co-ordinated person-centred care.

# Specialist community mental health services for children and young people

Good 

We saw evidence of supervision notes with the non medical prescriber for clinical decision making every 6 weeks. These meetings took place to discuss complex clinical cases, e.g. no response to treatment, processes and system issues are also discussed e.g. shared care and with prescribing and GP practices. The registered manager also met with the clinical nurse specialist to look into the detail of each case and the safety of the patient. There were also checks that the least medication is most effective, suitable and safe.

The registered manager worked collaboratively with a clinical psychologist to review the assessments and discuss the criteria of the diagnosis during regular MDTs. We were told by the psychologist that the registered manager was always professional and respected with the judgements made.

The registered manager was clear on their roles and accountabilities.

The registered manager had established proper policies, procedures and activities to ensure safety and assured themselves that they were operating as intended. We saw a number of up to date policies and procedures during inspection, for example, the Mental Capacity Act, Medicines management policy, health and safety policy and disengagement policy.

## **Managing risks, issues and performance**

### **There were clear and effective clarity around processes for managing risks, issues and performance.**

There was an effective, process to identify, understand, monitor and address current and future risks including risks to patient safety.

The registered manager had processes to manage current and future performance. The registered manager had oversight of safety alerts, incidents, and complaints. However there were no complaints of the service.

Clinical audit had a positive impact on quality of care and outcomes for patients. There was clear evidence of action to change services to improve quality.

There was a policy in place to deal with any emergency situations.

## **Appropriate and accurate information**

### **The registered manager acted on having appropriate and accurate information.**

Quality and operational information was used to ensure and improve performance. Performance information was combined with the views of patients.

Quality and sustainability were discussed in relevant supervision meetings and had sufficient access to information. Supervision meetings were carried out every 6 weeks for clinical decision making and reviews with the clinical nurse specialist independent to the service.

The registered manager used performance information for reported and monitoring and discussed as part of supervision.

# Specialist community mental health services for children and young people

Good 

The information used to monitor performance and the delivery of quality care was accurate and useful.

The registered manager submitted data or notifications to external organisations as required.

There were robust arrangements in line with data security standards for the availability, integrity and confidentiality of patient identifiable data, records and data management systems.

## **Engagement with patients, the public, staff and external partners**

### **The registered manager involved patients, the public, school staff and external partners to support high-quality sustainable services.**

The registered manager encouraged and heard views and concerns from the public, patients, school staff and external partners and acted on them to shape services and culture.

The registered manager could describe to us the systems in place to give feedback. For example the pack given to families and the website gave information on how to give feedback. We saw evidence of excellent 5 star rating feedback received by the service and specifically of the registered manager and the care and treatment provided.

The registered manager was transparent, collaborative and open with stakeholders about performance.

## **Continuous improvement and innovation**

### **There was evidence of systems and processes for learning, continuous improvement and innovation.**

There was a focus on continuous learning and improvement. The registered manager was awarded the Care Friendly Award in 2021.

The registered manager was aware of internal and external reviews of incidents and complaints and how to implement positive change. The registered manager would discuss the patients care with other professionals involved such as the clinical supervisor and GP. The service had a incidents policy for when things went wrong recognising it would be critical to ensure lessons are learnt, safety maintained, and harm prevented. All incidents would be reported externally as required and all relevant safety alerts and recommendations from national enquiries and reviews would be assessed, implemented as required and monitored through the services clinical audit processes.

The registered manager took time out to review individual objectives, processes and performance.

There were systems to support improvement and innovation work. The registered manager was passionate about reducing the costs for patients and families and be fully supported with assessments and diagnosis where relevant.

The registered manager continued to strive and improve to work with families, carers and patients to provide the support and assessments of ADHD and autism. The registered manager and other professionals told us that he had approached the local MP to improve access to such services especially with shared care across GPs and children and adolescent mental health services. The registered managers core value was 'equitable care,' and there was continuous contact and support available to families, carers and patients even after their assessments and diagnosis.