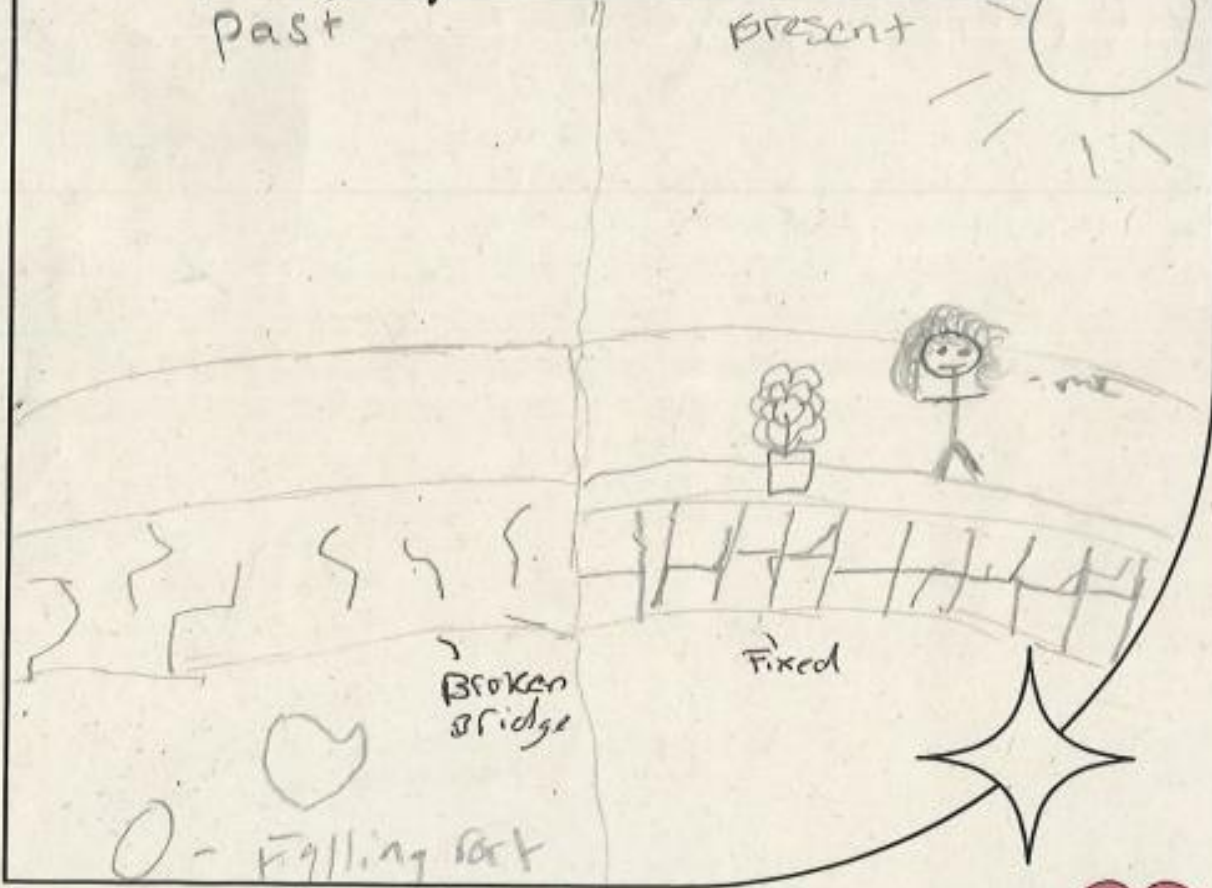


February 2024

Draw, write, paint, colour a picture of
how you feel about our service

Past

Present



**Barnardo's
Black Country
Keyworker
Mental Health
and Wellbeing
Service
Evaluation**

Introduction

- Barnardo's commissioned by Black Country Partnership NHS Foundation Trust in August 2022 to run a 12-month pilot.
- Barnardo's Keyworkers worked in partnership with CAMHS Crisis Intervention Teams across four sites in the Black Country – Sandwell, Dudley, Wolverhampton and Walsall
- Six Barnardo's Keyworkers (four full-time and two part-time)
- Barnardo's Keyworkers aim to improve mental health and wellbeing of children and young people (CYP), while reducing crises and representation back to the emergency departments.



Evaluation Methodology

Aims and Objectives:

Understand the impact of the Barnardo's Keyworker Service on CYP and parents and carers.

To understand the key successes in delivering systems change.

The lessons learned in delivering the Barnardo's Keyworker Service.

Data Type:

Data Collected:

Quantitative Data

98 CYPs closed cases

CYP Qualitative Data

40 feedback forms
9 interviews

Parent and Carer
Qualitative Data

31 feedback forms
8 interviews

CAMHS Crisis
Intervention Team
Qualitative Data

11 feedback forms
11 interviews

Barnardo's Keyworker
Service Qualitative Data

8 interviews
50 case studies

Findings: Who did the Barnardo's Keyworker Service Support

- All four sites saw similar numbers of CYP
- The majority of CYP who were seen by the service were white (75%), between 11-15 years old (64%) and female (72%).
- 76% of referrals were made to the service as CYP were in crisis
- Barnardo's Keyworkers worked mostly in home treatment teams (90%)
- 98 referrals made between 8th September 2022 – 8th September 2023. 73 were successful and 25 were inappropriate, unsuccessful or disengaged.
- Most common themes for presenting in crisis and referred: self-harm (35%), anxiety (34%) and relationship difficulties (28%).

Since working with my Keyworker there has been no self-harm. My child has learned how to deal with those feelings and how to understand them, our Keyworker has built a great relationship with my child which has really helped her to feel comfortable and take on board the advice given, her attitude and mental health have greatly improved thanks to attending her sessions. Thank you!. – Parent or Carer



Impact of Barnardo's Keyworker Service on CYP:

Following outcomes measured:

1. Enhanced parent / carer / adult-child relationships
2. Increased resilience
3. Ability to express feelings
4. Reduced parental stress
5. Improved mental health and wellbeing
6. Reduction in impact of trauma
7. Family access to support services

92% of CYP showed an improvement in at least one outcome measure and 8% showed no change. No CYP declined in any of the outcome measures.

66% of CYP improved on at least five out of the seven outcomes and 30% reported an improvement cross all outcome measures. The grading for the outcomes ranged from one, 'the needs of the family are being met', to five, 'the family are in critical need'. At pre-intervention, 21% of recorded outcomes were recorded as level five. Post-intervention, only 1% were still recorded as a five.

'[The Barnardo's Keyworker Service made a] massive difference . I have a completely different outlook'. – Child or Young Person



Impact of Barnardo's Keyworker Service on CYP:

- 37% of CYP reported feeling nervous before accessing support from the Barnardo's Keyworker Service. Only 5% felt positive or hopeful about accessing support.
- Following support, CYP reported the service was useful or very useful to improve their wellbeing (93%). 90% of parents and carers agreed with this too.
- CYP felt relaxed (44%), happy (44%), safe (22%) and secure (22%) at the end of Barnardo's Keyworker sessions.
- Barnardo's Keyworker Service impacted CYPs wider lives and social surroundings – improved school attendance, relationships with siblings, making new friends and starting work or volunteering.
- 80% said they would recommend the service to a friend.

[The Barnardo's Keyworker Service made a] massive difference . I have a completely different outlook. – Child or Young Person

amazing
fantastic
positive
caring



Impact of the Barnardo's Keyworker Service on Parents and Carers

Improved the wellbeing of parents and carers

- 31% of parents and carers in the feedback forms stated that a positive was having 'someone other than me' and 'independent' from their child's life who was able to list and provide support.

Improved family relationships

- 36% reported that since the service they have been able to better understand their child and "have a closer relationship" with them. The service was also described as having "helped me better manage my own mental health and abilities to look after my child better" as well as "[giving] us as a family peace of mind" in the knowledge that their child was being supported.

Knowing how to support their CYP

- Out of 30 parents and carers who rated 'I have felt that I have been provided with tools, ideas and suggestions to support my child' in the feedback forms, all scored 4/5 or 5/5 highlighting that they thought the interventions did help. 90% of parents and carers were happy with the signposting support they received by Barnardo's and 97% of parents and carers were involved in the care planning with their CYP.

96% would recommend the service
All rated the service 10/10

fantastic
supporting
outstanding helpful
brilliant
comforting
understanding



Impact of the Barnardo's Keyworker Service on Parents and Carers

I found the support from the Keyworkers have helped me manage my own mental health and abilities to look after my child better. – Parent or Carer

A great service provided for my daughter and me as a parent. We have both always felt listened to and understood. My daughter has come away week after week in a much better place. Thank you for everything. – Parent or Carer

You can see the difference in them because they were a very negative person but now, every day, they say, 'Can we do a positive thought today mum?'. – Parent or Carer

Family life has improved. We spend more time together; watch films and have a laugh and we are more relaxed at home. – Parent or Carer

I feel the Keyworker and their team has had a positive impact on my child. In the beginning they were reluctant to attend these sessions but then started looking forward to them. I believe some of the things she has learned will stay with them for life.... – Parent or Carer

Key successes in delivering systems change

1. Preventing re-referrals and crisis:

- 96% of CYP knew how to help themselves after support from the Barnardo's Keyworker Service.
- Majority of cases were closed and did not require further escalation / referrals.
- 7% of CYP re-referred to the Barnardo's Keyworker Service
- 8% of CYP re-referred to CAMHS Crisis Intervention Team



From interventions offered, this has helped with long CAMHS waiting lists and also reducing the repeated attendance of young people at acute hospitals for self-harming assessments. CAMHS Crisis Team

Overall, very positive. Helped to prevent children and young people from repeatedly going into crisis. – CAMHS Crisis Team

Key successes in delivering systems change

2. Barnardo's Keyworker role set up and structure allowed for flexibility:

- Length of intervention and number of sessions varied between CYP
- Mix of venues for session delivery
- Range of interventions:
 - Creative activities, meditation, exercise, coping mechanisms
 - Talking openly
 - Barnardo's cost of living grants - £32,244.39 provided to 33 out of 98 CYPFs.

3. CYP felt they were able to build a trusting and consistent relationship with their Keyworker.

4. White Coat Syndrome was alleviated.

5. Barnardo's Keyworkers were able to work with external partners.



'I learned how to distract myself more instead of hurting myself. – CYP

Key successes in delivering systems change

6. CAMHS Crisis Intervention Team:

- Increased capacity
- Improved wellbeing

'In providing this support with our caseload, they have reduced the pressures on us. Not only is it extra support for us, they also come with a wealth of knowledge, skills and resources which we have found to be very useful'. – CAMHS Crisis Intervention Team

'I go home to bed and sleep a little bit more comfortably knowing that something happened a lot quicker than if we'd have gone through the normal routes'. – Senior Management Black Country NHS Foundation Trust

'The Barnardo's Keyworker Service increases capacity on the team, potentially reduces demand by reducing crisis and offering help whilst on the CAMHS waiting lists'. – CAMHS Crisis Intervention Team



Lessons Learned

1. Ensuring there is a network of services in place for CYP and parents and carers following discharge to support them back into the community.

- Could consider Barnardo's volunteers as a step-down approach
- Support transitions into more specialist services
- Considering similar Barnardo's models in others areas e.g. Core CAMHS and emergency departments.

2. Additional Barnardo's Keyworkers

Increase capacity and number of CYP and parents and carers supported while further reducing pressure on CAMHS

3. Communicating the scope of the Barnardo's Keyworker Service to CYP and parents and carers and to new staff members in CAMHS Crisis.

4. Ensuring that environments for CYP and parents and carers are trauma-informed and has a presence of Barnardo's would be valuable.

There are times whereby young people do not want to be discharged because they might have had a good therapeutic relationship with the Keyworker. There have been a few cases, I think I've had two, whereby I would say to the Keyworker that we are planning for discharge, but every time we come to that, towards the last session, the young person comes up with a reason to stay. – CAMHS Crisis Intervention Team

Sometimes we end up having loads of cases, but we can't sort of overload the Keyworker really. If we can have maybe extra Keyworkers, that would be beneficial. – CAMHS Crisis Intervention Team

Lessons Learned

5. Ensure there is a standardised ways of working for Barnardo's Keyworkers across all CAMHS Crisis Intervention Teams

- Ensuring that CYPs cases are closed at appropriate times
- Agree KPIs
- Ways of working for part-time and full-time Barnardo's Keyworkers are outlined

6. Ensure there are proactive approaches to support Barnardo's Keyworkers in their role

- Sense of Barnardo's identity and connection to other Barnardo's Keyworkers working at other sites
- Ensuring regular NHS Clinical Supervision for Barnardo's Keyworkers
- Considering further training needs
- Ensuring all have access to systems and equipment necessary to fulfil their duties
- Ensuring access to appropriate workspaces

Being Barnardo's workers, we can feel a little isolated and it is all kind of on you to bring the Barnardo's side of things.... Barnardo's Keyworker

Lots of times Keyworkers were on the laptop doing it on their knees...the working workplace environment wasn't the best for them. - Barnardo's Senior Manager



Conclusion

Positive impact on CYP, parents and carers and wider systems, has highlighted that the service should continue.

During all interviews CAMHS Crisis Intervention Team members stated they wanted the service to continue. Six out of 11 feedback forms also stated this. This was not asked explicitly as part of the feedback form, however, was an additional voluntary comment.

'The service that the Keyworkers have provided has honestly been invaluable. I would love for it to be a permanent service within the crisis / home treatment team'. – CAMHS Crisis Intervention Team

'I feel like a weight has been lifted off my shoulders since the [Barnardo's Keyworker] Service'. – Child or Young Person

'My child wouldn't have come so far if it wasn't for the Barnardo's Keyworker'. – Parent / Carer

Recommendations

Extending the Service Offer:

1. Explore sustainable and continued funding for the service. Identify future grant opportunities for CYPF to access now Barnardo's cost of living grant is no longer available.
2. Develop parent and carer specific support to improve their wellbeing and support them in having conversations with their CYP around MHWB.
3. Use a step-down approach and a range of additional support networks for CYP.
4. Increase Barnardo's Keyworker capacity.

Refining the Service Offer:

1. Compliment the practitioner reported outcome measures by collecting outcome measures completed by the CYP.
2. Develop a standard operating procedure to standardise ways of working across CAMHS crisis Intervention Team sites, including agreed KPIs and job plans for full-time and part-time Barnardo's Keyworkers.
3. Continue to support Barnardo's Keyworkers through training, supervision, reflective practice and equipment they may need.

Communicating the Service Offer:

1. Effectively communicate the Barnardo's Keyworker Service offer with children and young people and parents and carers so they are clear of the expectations of the service and new starters in the CAMHS Crisis Intervention Teams.
2. Barnardo's s Keyworkers to continue to share best practice, resources and learning across CAMHS Crisis Intervention and other teams.
3. Ensure there is a child-friendly and trauma informed approach with a presence of Barnardo's in CAMHS Crisis Intervention Team areas.

Acknowledgements

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Children and young people and parents and carers
Black Country Partnership NHS Foundation Trust colleagues across CAMHS
Crisis Intervention Teams and other domains
Barnardo's Mental Health and Wellbeing Keyworker Service colleagues



06 December 2022