

**Support Needs of Parents/Carers of Children and Young People Dealing With Mental Health Issues – you said/we did**

Themes Identified (you said)	We did (what did the commissioning team do)
<p>Parents and carers reported waiting long periods of time to access support for their children and young people, without advice or information during this time.</p>	<p>Child and Adolescent Mental Health Services (CAMHS) have a recovery plan in place to reduce the 12 week target.</p> <p>Kooth online counselling has also been commissioned to provide free online access to counselling for children and young people. It will be promoted to those who are on service waiting lists.</p> <p>MindMate single point of access telephone self referral was launched in October 2018. Online referral will launch at the end of the year</p>
<p>Parents and carers felt that there was a lack of acknowledgment of the effects of certain conditions, such as Autism, on a child's or young person's mental health.</p>	<p>We will be working with colleagues across the Future in Mind Partnership to review the post diagnosis support pathway for children and families affected by Autism</p>
<p>Parents and carers reported that they were not always listened to regarding their child's or young person's symptoms and behaviour.</p>	<p>In relation to improving support for children and families affected by behavioural issues including Autism, we plan to work with commissioning colleagues across the Future in Mind Partnership to review feedback and implement changes following the findings of this report</p>
<p>Difficulty in obtaining a referral with parents and carers feeling the criteria for support was too high.</p>	<p>We are working with GP's across Leeds to improve understanding of the services available and the referral process. CAHMS community crisis service will be launching in 2019 and we are currently awaiting confirmation of extra funding to extend the service to evenings, weekends, and bank holidays.</p> <p>Teen Connect helpline launched in June</p>

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	<p>2018 to support children and young people who are experiencing mental health crisis.</p> <p>The Market Place are piloting a safe space for children and young people experiencing mental health crisis which will inform the wider Safe Space service provision which will be procured 2019/20. This will provide support to children and young people and their families experiencing mental health crisis</p>
<p>Lack of clarity around what services are available and the pathways to accessing that support</p>	<p>We will continue to promote the MindMate web site to highlight services and resources available. We will also review the service directory including pathways with parents and professionals around the content of the website.</p>
<p>Lack of support and understanding from school staff</p>	<p>We have shared the findings of this report with Local Authority staff from the Health and Wellbeing Service and Learning Inclusion Service. It has also been shared with CAMHS.</p>
<p>Lack of guidance, support and advice for parents and carers.</p>	<p>We will look at the feedback from this report and will continue to promote the MindMate website to highlight services and resources available to parents/carers.</p>
<p>Parents and carers reported their child's/young person's mental health issues had adversely impacted their family as a whole</p>	<p>When commissioning services we ask providers to take on the "think family approach" supporting not just the person with the mental health issue.</p>
<p>Communication between services could be better</p>	<p>We are reviewing the feedback from this report and sharing the report with our partners to continually improve communication</p>