

## Quality issue / initial problem

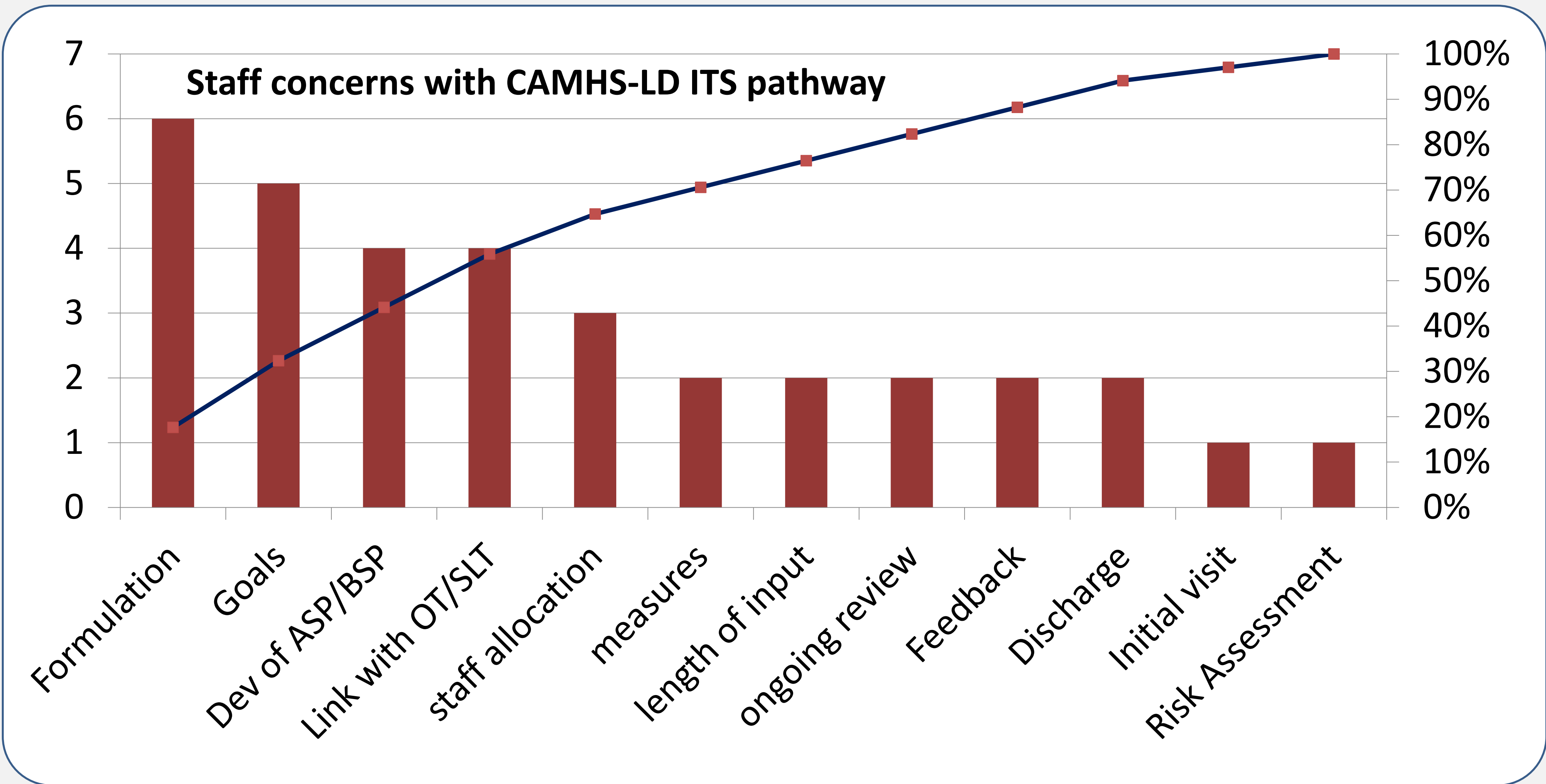
The Child and Adolescent Mental Health Service Learning Disability Team Intensive Treatment Service (CAMHS-LD ITS) takes referrals from the wider CAMHS-LD team and works with children and their families at home. Due to the number of staff in the team, there can be variations between cases in terms of how they progress through the assessment and intervention pathway. This can cause difficulties for ITS staff, staff in the wider team and families.

## Specific aim

Improve the experience of patients and clinicians accessing the Child & Adolescent Mental Health Service Learning Disability Intensive Treatment Service (CAMHS-LD ITS).

## Measurement of improvement

ITS staff were asked which parts of the pathway they felt were causing the most variability/needed to be improved or altered. Priorities to test change were developed from these results



## Tests of change

- Move formulation slots for all psychologists to 1<sup>st</sup> Thursday of the month when everyone is available
- Make discussing all cases with SLT and OT compulsory at the initial stage rather than relying on staff judgement

## Tools

- Process map
- Staff voting
- Pareto chart

## Effects of change

- Anticipated changes:
- Moving formulation slots will enable nursing staff to more easily book formulation with all psychologists
  - Timely formulation with all involved team members will result in better intervention planning for families
  - Consultation with SLT & OT for all cases will improve assessment and formulation and result in better intervention for families

## Lessons learned and message for others

- Multi-step pathways can feel overwhelming to change but taking one step at a time allows this to feel manageable.
- Small changes can make a difference to staff engagement with processes