

# The Mental Health and Wellbeing Awards 2024



Name:	[REDACTED]	Organisation:	Children and Family Health Devon (CFHD)
Email:	[REDACTED]	Phone:	[REDACTED]
Address:	Children and Family Health Devon  1a Capital Court  Bittern Road  Sowton Industrial Estate  Exeter EX2 7FW		
Type of organisation:	NHS Healthcare for children and young people (Under 18)		

## About your entry

- You are required to evidence how your organisation has gone **above and beyond** the expectations for your setting in your chosen category. Entries are scored on three different factors and entries must answer each of the three questions on this form:
  - Evidence of going above and beyond the expectations for their type of work
  - Evidence of innovation
  - Evidence of sustained impact over at least 2 consecutive years
- Please evidence why you should win this category (please complete a separate entry for each category you wish to enter – photographs are allowed) and return the entry to [awards@rootofit.com](mailto:awards@rootofit.com) before 30<sup>th</sup> May 2024.
- Appendices are allowed as evidence of what you put in your entry, but do not constitute part of your main entry (e.g. you may append data, research or articles that you refer to).
- Organisations are allowed to only submit a maximum of three entries across all of the categories.

5. Entries for Inspirational Story and Contribution to the Sector Categories must not be self-nominated and should include views from different people/organisations.
6. Shortlisted entries for the Contribution to the Sector Category will be notified and invited to the presentation ceremony. Nominees not shortlisted will not be contacted and feedback will be provided to the entrant. The list of shortlisted entries will be advertised.
7. Winning entries are displayed on our website at [www.mentalhealthandwellbeingawards.com](http://www.mentalhealthandwellbeingawards.com), please indicate any sections you would not want publishing.
8. Winners may enter again, but cannot enter in the same category for 2 years. In the event of a re-entry to the same category, then it is expected that the entry will refer to the progress since the first award. Non-winners are able to re-enter the same category (or others), however it is expected the entry will have been updated from the previous entry.
9. Feedback will be given to non-winning entrants by email after the Awards Ceremony.

**Category** (please select one):

- 1 - Innovative mental health intervention
- 2 - Innovative proactive wellbeing activity
- 3 - Long-term impact (open to reactive or proactive interventions)
- 4 - The lifestyle award (evidence of lifestyle change in a population)
- 5 - Support during the pandemic
- 6 - Workplace Wellbeing
- 7 - *There is a separate form for the outstanding contribution to the mental health and wellbeing sector category available on the website.*
- 8 - *There is a separate form for the inspirational story category available on the website.*
- 9 - *There is a separate form for nominate a professional available on the website.*

Provide a short summary (max 150 words) of the organisation and their contribution for use if you are shortlisted.

Children and Family Health Devon (CFHD) provides integrated care and treatment across physical and mental health for children, young people and their families in Devon. CFHD have 11 pathways of care, one of which is Mental Health Support Team (MHST).

The MHST in schools is a new NHS service commissioned to work with a number of schools across Devon and Torbay. It offers early intervention to help children and young people's mental health within an education and health partnership.

MHST work with children and young people (CYP), aged 5-18, and their families who are experiencing mild to moderate common mental health difficulties (anxiety, low mood and behavioural difficulties etc). MHST also offer a Whole School Approach (WSA) portfolio to help the whole school community to lead a more mentally healthy life through workshops, ambassador programmes, audit, consultations and more to CYP, parents and carers and education staff.

**Introduce your organisation or context of the entry in the space below**

The Mental Health Support Team in Schools (MHST) is a new NHS service commissioned to work with a number of schools across Devon and Torbay. We offer early intervention to help children and young people with their mental health and emotional wellbeing.

We are part of the Child and Adolescent Mental Health Service (CAMHS) working within the NHS. The MHST team work alongside our team of Child Wellbeing Practitioners (CWPs) who also offer early intervention support but work within the community and not directly in schools.

**What do we do:**

We work with children and young people, aged 5-18, and their families who are experiencing mild to moderate common mental health difficulties (anxiety, low mood and behavioural difficulties etc).

The service provides clear and evidenced based Low-Intensity Cognitive Behavioural Therapy (LI-CBT) interventions. You can find out about lots of our interventions through our YouTube videos playlist: [Mental Health Support Team \(MHST\) - YouTube](#)

We additionally work collaboratively with schools to establish a 'Whole School Approach' to mental health, enabling mental health to be valued and become an intrinsic part of school culture. We offer schools:

- An audit and mapping service for schools to explore their current mental health strategy and set goals to further embed mental health within their school environment. The audit is questionnaire based to students, parents/carers and education staff.
- A wide range of workshops on a variety of mental health and wellbeing topics which can be delivered to students, staff and parents, for example, Exam Stress, Understanding Mental Health, Bullying and Anxiety
- Universal and targeted groups
- 'Time to Reflect' which is a 1-1 or group consultation space for staff to explore mental health and wellbeing concerns about particular students in the school
- Regular meetings with the schools Designated Mental Health Lead (DMHL) to develop the school's mental health strategy
- Develop cross-county networking events for MHST engaged schools
- Mental Health Ambassador (MHA) training to improve student participation within the school's mental health policies- see video on the MHA programme from the children's perspective: [Mental Health Support Team \(MHST\) Ambassadors \(youtube.com\)](#)

MHST are entering the **Innovative Mental Health Intervention category** for all of the fantastic work with MHST do and is listed above, as well as for going above and beyond in the following two areas:

- **Helping to address health inequalities for children across Devon**
- **Training the future generation of teachers within mental health by targeting trainee teachers to prevent burnout and create longevity within the profession.**

We have detailed in the next sections how we have achieved all of our targets for our commissioned work as well as going above and beyond for children's mental health, whilst supporting a mentally healthy workforce.

Please confirm the following for the nominated service (enter n/a if not appropriate):

Is it regulated by appropriate bodies (e.g. CQC or OfSTED)?	Yes, CQC
Is it a registered charity or a registered social enterprise?	No
Does it have a safeguarding policy/risk assessment/clinical governance policies and procedures (including the protection of staff's wellbeing)?	Yes
It is GDPR compliant?	YES
Is there any action being taken by a regulator against you?	NO

Describe in the space below how do you/they go above and beyond the expectations.

The MHST team consistently work above and beyond to ensure as many young people have access to the support they need, often having to source innovative routes to create long term initiatives. We have provided two examples of this work below- neither of which are part of the NHS England's outline for MHST services, however we are passionate about the impact we can have on both areas as well as maintaining all our targets for our commissioned work:

### **South West teacher training (SWTT)**

Through the work that the MHST team do, we became aware that education staff have very little or no training in looking after their own or their pupil's mental health. Having many ex teachers within our team, we decided to do something about this to support future teachers within the South West. We delivered a training programme on 'An introduction to the importance of mental health in schools' this was delivered to 31 trainee secondary school teachers based in Exeter and Plymouth.

We collected both quantitative and qualitative feedback at the end of the workshops and all participants scored the training as 4.4 out of 5 or above. Overall, attendees reported increased understanding of mental health conditions and signs as well as greater confidence in starting conversations and signposting. They reported finding the resources and strategies that were provided helpful and feeling much more confident in how they can support their own mental health and those of their students.

As a result of this training, the South West Teacher Training team have asked if we could deliver support to a national cohort of trainee teachers in England and we are looking at how we could roll this out (free) to offer preventative support to teachers. It is widely evidenced that many teachers are leaving the profession as a result of stress and burn out and so we are hoping to offer preventative support to change this narrative, as we all know how important teachers are to our children's futures.

### **Helping to address health inequalities in Devon:**

In Devon, 1 in 8 children and young people (CYP) live in poverty- this includes some of the highest rates in the UK. Poverty is the number one driver of inequality between children in these areas and their counterparts in the rest of Devon. This leads to worse mental and physical health outcomes and educational attainment, and lower lifelong economic activity downstream. Hospital admissions in children and young people are considerably higher in Devon for mental health conditions, self-harm, and injuries compared to the rest of the UK. The gap is even wider for vulnerable groups such as disadvantaged and looked-after children in the region.<sup>1</sup>

In response, MHST identified Lumi Nova, a digital therapy for anxiety in children and young people. Lumi Nova is both a NICE-recommended intervention and an MHRA-registered device that converges advanced technology, and evidence-based CBT enabling early intervention support or use as an adjunct to traditional therapy.

A key objective is to improve engagement, access, and optimisation in hard-to-reach sub-groups to support, particularly CYP living in more rural and deprived areas using a NICE-approved innovation. The project's vision is to ensure equitable and earlier access to high-quality mental health to enable CYP to build lifelong resilience skills to self-manage their anxiety.

Lumi Nova provided an **immediate** intervention for CYP who don't or can't engage with traditional support. They might not meet NHS eligibility criteria, they could be on a waiting list, live in a rural location or stigma could be a barrier preventing them from seeking help. There is no waiting list to access Lumi Nova in Devon and children from any part of Devon, attending any school, can have immediate access, without a referral to CAMHS.

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<sup>1</sup> <https://www.devonhealthandwellbeing.org.uk/wp-content/uploads/Devon-Joint-Strategic-Needs-Assessment-2021.pdf>

We continue to fund Lumi Nova through the MHST budget to ensure that Children in Devon can have immediate (no waiting list) support from a NICE approved digital intervention, without referral to CAMHS. For children, it provided instant access to high-quality mental support combining a fun intergalactic adventure game, psychoeducation, and exposure therapy - the gold standard treatment for anxiety disorders.

Impact of Lumi Nova in Devon:

**1. It is NICE-recommended and an MHRA-registered medical device that can significantly improved access to an evidence-based intervention for CYP from deprived backgrounds and rural households to support anxiety:**

➤ *74% of YP who were referred to Lumi Nova engaged with the intervention.*

**2. Addresses urgent early intervention providing safe, remote, and flexible high-quality support that does not require constant clinical supervision.**

➤ *70% of CYP with mild to moderate MH disorders don't get access to timely evidence-based support, and become at risk of developing more complex, severe, or acute conditions.*

**3. Enables users to improve resilience and manage their anxiety in a way that is fun, highly engaging, and non-stigmatising.**

➤ *Meaningful change in standard outcomes measure (Child Outcomes Rating Scale, CORS) was observed in just 5 weeks (on average).*

Categories 1 and 2: Describe how the work is innovative (e.g. ground-breaking or different from similar services).

Category 3: Describe how the work has had an impact over time.

Category 4: Describe how the work has had an impact on a large population.

Category 5: Describe how the work has made an impact to people during the pandemic.

The roll out of the MHST team is nationally commissioned with set targets, however individual MHST teams have rolled out their offer differently. We have met all of our targets which we have evidenced in the section below as well as working innovatively on a number of additional targets. For example;

We have rolled out preventative mental health psychoeducation workshops called Decider skills, which offer children the understanding that the impact of mental health can have on their bodies. It also offers practical guidance and tools to support poor mental health as well as offering preventative skills and resilience building. We are aiming to offer this workshop (2x half days) to all primary school children within Devon so that children are better equipped to manage their mental health before needing specialist provisions. We are additionally offering transition support to help children transitioning from a primary to secondary provision, so that they are more equipped for this life change. We are already seeing a decrease in the number of referrals to specialist mental health provision from the schools who have accessed this support and additionally our re-referral rate from the children who have experienced support from MHST is very low.

On top of this, we are also very proud of the innovative work which we have achieved with Lumi Nova. MHST in Devon was the first provider to pilot Lumi Nova as an innovative option for children struggling with their mental health. Aiming the support at children who are unable to ask for help due to stigma, inequalities or simply wanting an accessible mental health resource, without having to refer to CAMHS or sit on a waiting list. We offer Lumi Nova out to all primary aged children in Devon, to ensure that all children have equal access and not just the schools which MHST are supporting. We have additionally shared our data and experience of Lumi Nova with many other MHST teams nationally and are very pleased to hear that other MHSTs are now resourcing themselves with this fantastic NICE guided offer and we are proud to have been pioneers for this. It is worth noting that Lumi Nova is a new and innovative option and the only NICE guided digital therapy for primary aged children struggling with anxiety.

It is widely documented that many teachers are leaving the profession, there is a national shortage of teachers and teachers are reporting that they are burnt out. Teachers are telling us that they no longer just 'teach', that they also act as social workers, parents and mental health professionals to their students- all areas which they are not adequately trained to work with in. Whilst we understand that teachers are the main professional who will see children for an average of 6 hours per day and so ultimately are often a key trusted adult in their students lives. We are determined that we don't want teachers to be leaving the profession and certainly not because they don't have enough training and confidence in how to support their own and their student's mental health. So, in Devon we decided to be innovative, proactive and try to prevent some of the burn-out which we are seeing in education staff on a daily basis. We have many ex-teachers within our team and so we worked together to design a programme which would help to equip trainee teachers with the knowledge and resources they would need to thrive within their profession. We approached the South west teacher training programme and they welcomed our ideas, and so we set to work. Following our successful delivery of mental health information, guidance and tools to trainee teachers with fantastic (qualitative and quantitative) feedback within the South West, we have now been asked to support this roll out on a national scale and we are excited to see what further impact we can have.

How is the impact sustained over at least two consecutive years? This might include data, testimonials, feedback or other types of evidence. (for the pandemic category, please describe how you have found innovative ways of providing or growing services)

We have included below how we have evidenced the work that MHST have achieved over the last 2 years, including how it is sustainable and what our stakeholders think of us, by including:

- **Data showcasing the reach which MHST have had across Devon and all the work they have completed**
- **Impact data to prove that we have made a significant difference to the children and families which we support**
- **Independent survey feedback from the Department for Education (DFE) on the schools we work with and the difference we have made**
- **NHS staff survey results from the team showcasing that we are able to support the wellbeing of the team whilst consistently delivering over and above**
- **Testimonials from our stakeholders including from children, parent/carers and schools.**

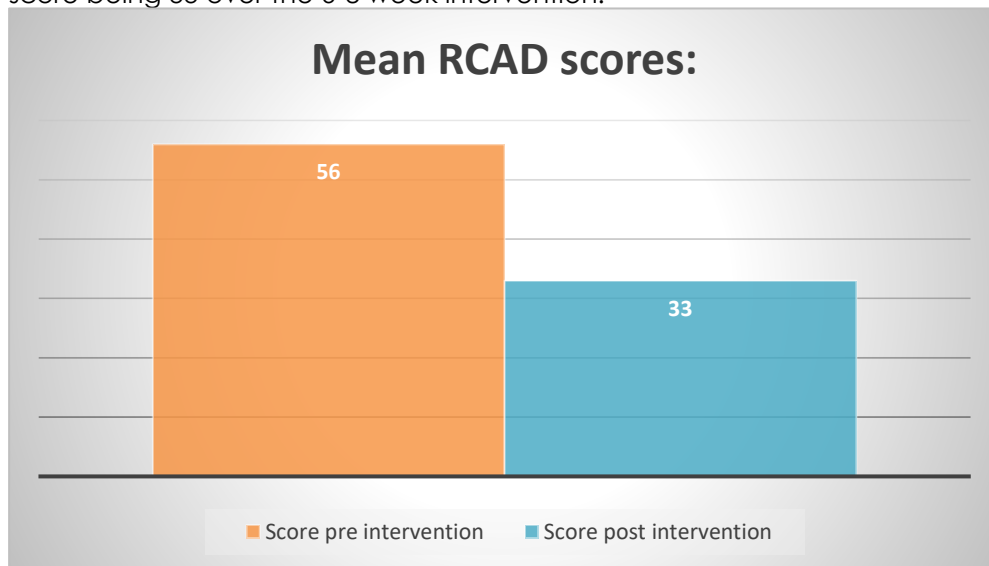
**Data from Sept 22- March 24 (the last 19months):**

<b>Number of parent/carers workshops:</b>	71 workshops – 575 parents
<b>Number of education staff workshops/training:</b>	947 workshops – 6915 education staff
<b>Number of consultations with education staff/families:</b>	746- consultations
<b>Number of Children and Young people (CYP) workshops:</b>	564 workshops- 10,953 CYP
<b>Number of CYP accessing referral led interventions:</b>	4353 young people

**Impact data:**

1-1 work:

Out of the last 40 closed young people, every young person's Revised Children's Anxiety and Depression Scale (RCAD) score came down. This shows that every young person we worked with experienced a decrease in symptoms and fell either into the 'normal' range or just above it by the end of their treatment. The mean starting score was 56, with the mean closing score being 33 over the 6-8 week intervention.

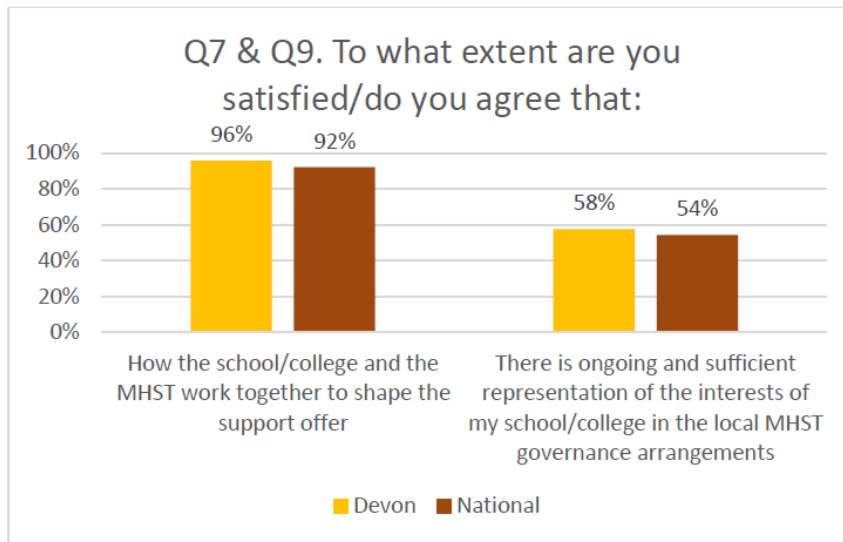




Additionally, feedback from the last 32 Whole School Approach (WSA) workshops, show that students, education staff and parents/carers found the sessions very helpful with many coming away understanding more about children's mental health and how to support their children/themselves.

**Independent survey of schools from the DFE:**

The Department of Education (DFE) ran an independent survey to all schools and colleges who are receiving support from MHST- nationally. The below report covers the academic year September 2022- August 2023 and Devon came above the national figures in every section of the survey- Please see a snapshot below of an example question asked:



**Staff narrative/data- NHS staff survey:**

Devon MHST have had an average of 75 members of staff over the past 2 years with a turnover rate of below 2% (only 2 members of staff have left in this time period). As a trust, we are determined to ensure a positive working culture and the MHST pathway is no different. In MHST we would never be able to achieve the data we have without valuing our staff. We ensure that the teams are well supported with lots of additional training and away days to connect. We were additionally the first area in the South West to ensure we created achievable promotion trajectories by recognising experience, skills and attitude of staff members and so we have been able to keep staff feeling positive and happy to come to work. We additionally have a flexible working policy which allows staff to work around their personal commitments and ensure all staff have a work/life balance. Working above a staff member's contracted hours is not something that we promote in MHST, unless the staff member has specifically asked to and is compensated for any additional hours worked. We have included a snapshot of the NHS staff survey results from MHST below and we believe that this showcases how our staff feel about coming to work in this team:

**NHS staff survey results (from September 2023 staff survey)- snippet of MHST staff:**

Care of patients/service users is organisation's top priority	92.31%
Feel trusted to do my job	94.87%
Opportunities to show initiative frequently in my role	89.74%
Able to make suggestions to improve the work of my team/dept	92.31%
Feel my role makes a difference to patients/ service users	94.87%
Team members often meet to discuss the team's effectiveness	87.18%
Receive the respect I deserve from my colleagues at work	92.31%
Team members understand each other's roles	97.44%
Enjoy working with colleagues in team	89.74%

Feel valued by my team	92.31%
Colleagues are understanding and kind to one another	94.87%
Colleagues are polite and treat each other with respect	92.31%
Colleagues show appreciation to one another	89.74%
Immediate manager takes a positive interest in my health & well-being	89.74%
Immediate manager values my work	89.47%
Immediate manager works with me to understand problems	89.74%
Immediate manager listens to challenges I face	87.18%
Immediate manager cares about my concerns	89.74%
If friend/relative needed treatment would be happy with standard of care provided by organisation	89.74%

Anonymised testimonials:

**Testimonial one: Feedback from a family:**

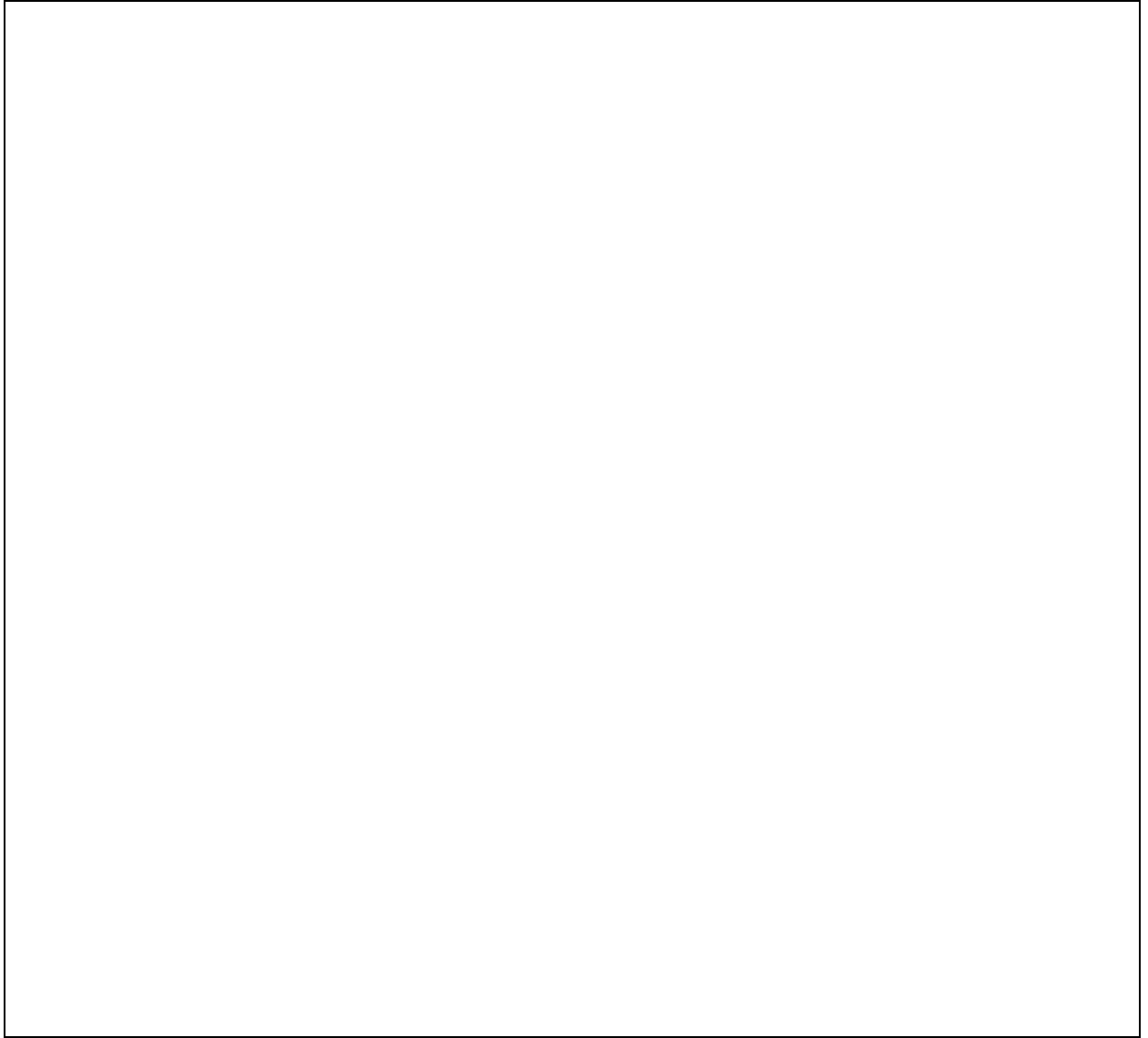
- the support that X has had at school has been extremely helpful and we as his parents and, more importantly, X himself feel that it has been very helpful
- he is now a lot more comfortable at school and enjoys most days
- his resilience and self-esteem have definitely been boosted and he is able to deal with life's problems and people with more confidence
- the request for help and subsequent communication with your service and the school in general has been dealt with very sensitively
- I know that lots of young people are struggling and would benefit from support
- I think your service is extremely important and I hope that it can continue to be there for other children indefinitely
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- I know that lots of young people are struggling and would benefit from support
- I think your service is extremely important and I hope that it can continue to be there for other children indefinitely
- if I was asked to consider recommending the school, it would definitely be a factor

**Testimonial 2: Feedback from a young person:**

*'Hi X, I hope you are well. I don't know if this is a bit odd but I just wanted to let you know how well I'm doing. Once we had our last chat I worked really hard in the summer holidays and recovered from my eating problems and my depression and anxiety is so so so much better. I am so happy and only anxious about what I consider "normal" like exams. I have been happy and healthy for about a year and I just wanted to thank you for your kindness and help. I am getting a bit emotional about how far I've got and looking back it so so so awful. I appreciate your work thank you so much.'*

**Testimonial 3: Feedback from a school:**

Hi X,  
  
It was lovely to meet with X at Dawlish today – just wanted to share a wow with you (he may have already shared), he has calculated you have completed 141 consultations together within the last 14 months and reflected that for each of these YP, even if they were not identified as suitable for LI-CBT, these consultations have been helpful in identifying the right support for the young people– well done and thank you! 😊



Please return the entry to [awards@rootofit.com](mailto:awards@rootofit.com) before 30th May 2024.