mind
Hammersmith, Fulham, Ealing and Hounslow

Utilising Data Meaningfully To Improve Effectiveness Of Services For Children And Young People

How HFEH Mind as a local Charity have utilised data from Iaptus to mindfully develop and improve mental health services and outcomes for children and young people within the community.
Touching on Effective clinical management within the voluntary sector to enhance and improve collaborative working with NHS & statutory services.

Introducing HFEH Mind Youth Services

Mind is a leading mental health charity in the UK. We provide advice and support to empower anyone experiencing mental health problem. This includes campaigning to improve services raising awareness and promoting understanding.

Hammersmith Fulham Ealing and Hounslow mind (HFEH Mind) are a local branch of the mind federation we are a specialist mental health provider offering support to empower local residents who are experiencing mental health problem.

We support the mental health of children and young people through one-to-one services group interventions and psychoeducation workshops we are also embedded in the community, engaging in a range of projects to promote mental health and well-being.

mind Hammersmith, Fulham, Ealing and Hounslow

Youth Services Journey

Wellbeing Advice

Be Kind To Your Mind
Local authority funded. Providing psycho education, basic mental health strategies and support.
West London College
Directly funded by the college providing 4 session mental health support and advocacy.

Mental Health Support Teams

ICB Funded, providing mild to moderate CBT based guided self help, whole school approach and mental health service coordination.

Wysa

AI powered mental health support app.

Circle

Funded by West London Provider Collaborative To provide young people with a mental health hub space and A&E alternative at the point of mental / emotional distress.

MHST's: Bridging the Gap Between Voluntary & Statutory Services

Voluntary

Project Aim/Function
i.e. Delivering wellbeing advice to CYP aged 16-25

→

Basic Data Collection
-Demographics
-Project Based Bespoke Outcome Measure

→

Project report (Annual)
Based on agreed project goals

Statutory Transition

MHST Project

Core Function 1
Deliver 1:1 & group Support to parents & CYP aged 5-18

Core Function 2
Whole School Approach - provide support to school staff

Core Function 3
providing signposting support to appropriate services

Additional YS Projects and Services

→

laptus
Detailed Data Collection

- Demographics
- Referral information
-Care pathway monitoring
- Full assessments
- Detailed care notes
- Standard & bespoke outcome measures
- Supporting documents
- Clear audit trail

→

Monthly NHS Cloud uploads

Quarterly Commissioners Monitoring Reports

Quarterly Bi-Borough sharing

Internal Performance Monitoring

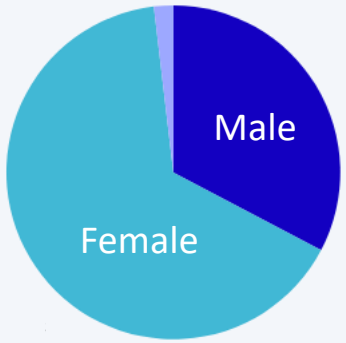
Ad-Hoc Reports

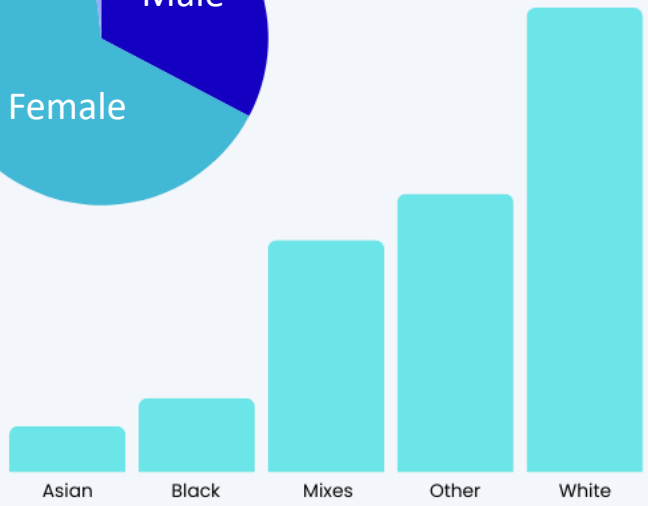
→

Bespoke Report

Data Insights

Gender & Ethnicity Trends

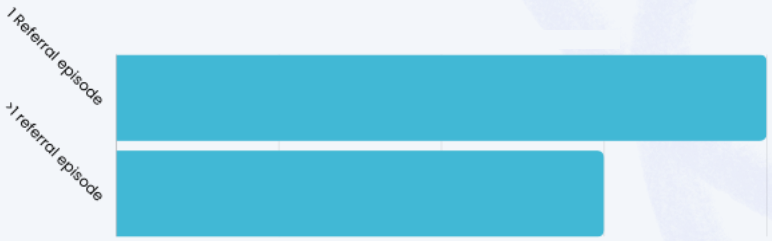




Black Boys Project

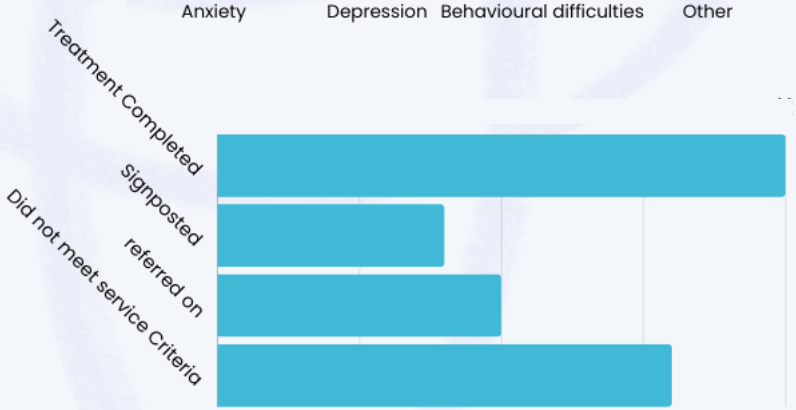
Chai & Chat

Time In Treatment & repeat referrals



WYSA AI Tool

Referral Thresholds & Discharge Outcomes



Circle Crisis Prevention Service

Wysa

Wysa is a clinically safe mental health support app that helps users build emotional resilience skills and offers immediate support at any time of day or night.

Talking to Wysa can help users navigate difficult emotions and give them the confidence to reach out for help when they are ready.

Wysa gives young people someone outside of their circle to talk to, any time, any place. It can help with:

- Anxiety
- Stress
- Loneliness
- Self-Confidence
- Relationship troubles
- And more!

System Integration

wysa → iaptus CYP

Clinically Safe

All of the content within the Wysa app is reviewed and approved by qualified psychologists as well as safety professionals. In fact, every response Wysa gives has been written under the guidance of a qualified therapist.

In addition all messages are logged on IAPTUS and reviewed by our Practitioners

Adaptable

All content within the app is customizable to best suit our client base. We are able to integrate our existing outcome measures as well as tailor the available CBT modules

Secure

Wysa is not a social media platform and users cannot message each other. No one will see what is shared with Wysa, as it's completely anonymous. No email or sign-up is required in the app. Once the access invite is received from HFEH Mind, all you need to do is open the app, enter a nickname and get started!

SOS

Wysa has built-in crisis support that gives SOS advice on how to get urgent help from local emergency mental health services in the case of an emergency. This feature also takes users through a grounding exercise.

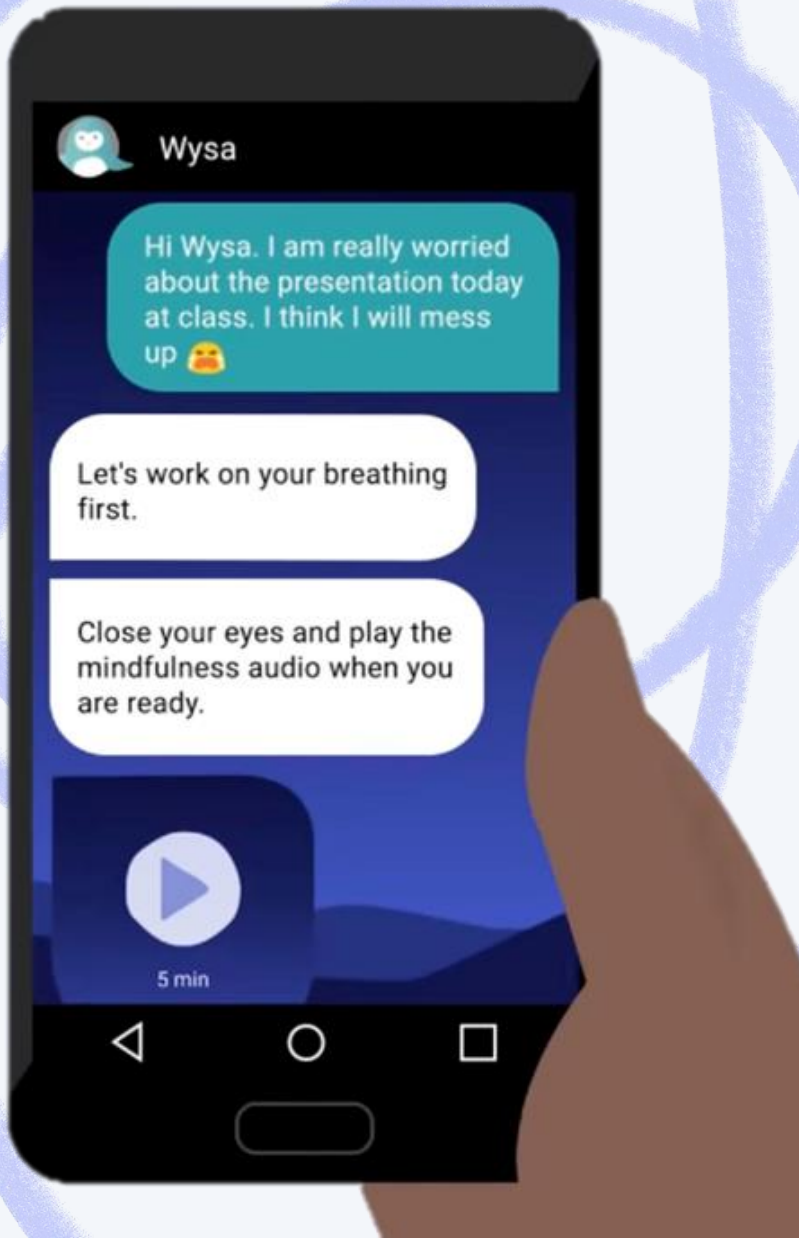
In addition Practitioners are sent an alert and are able to follow up as appropriate.

Wysa: CBT-based Support via an App

Wysa is used to support CYP accessing or awaiting access to our services. Examples of where we deploy it include:

- Waiting lists – all CYP on waiting lists are offered Wysa access
- MHST Service – low/moderate CBT based interventions in schools
- The Circle – crisis prevention service
- Wellbeing Team – support in colleges and schools

Wysa is utilised as a tool to use at every point of our care pathways: before intervention (i.e., waiting lists), during intervention (e.g., alongside sessions), after intervention (e.g., as a continuation tool) as well as a stand-alone tool on its own (i.e., early prevention)



The Circle

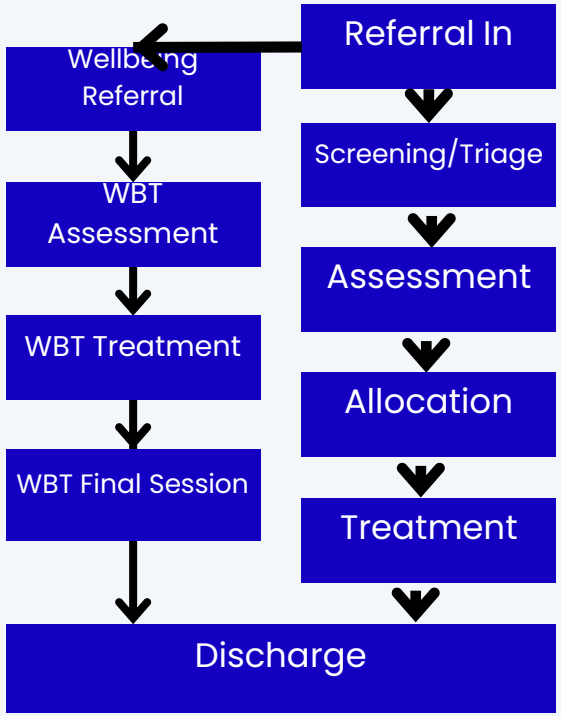
Launched in December 2022, The Children and Young People Safe Space Hub, known as "The Circle," has swiftly become a national example of a vital resource in the mental health landscape

The Circle offers a non-clinical, inviting environment for children and young people aged 5–18 who require immediate support and de-escalation for emotional and mental distress before reaching the need for emergency crisis intervention

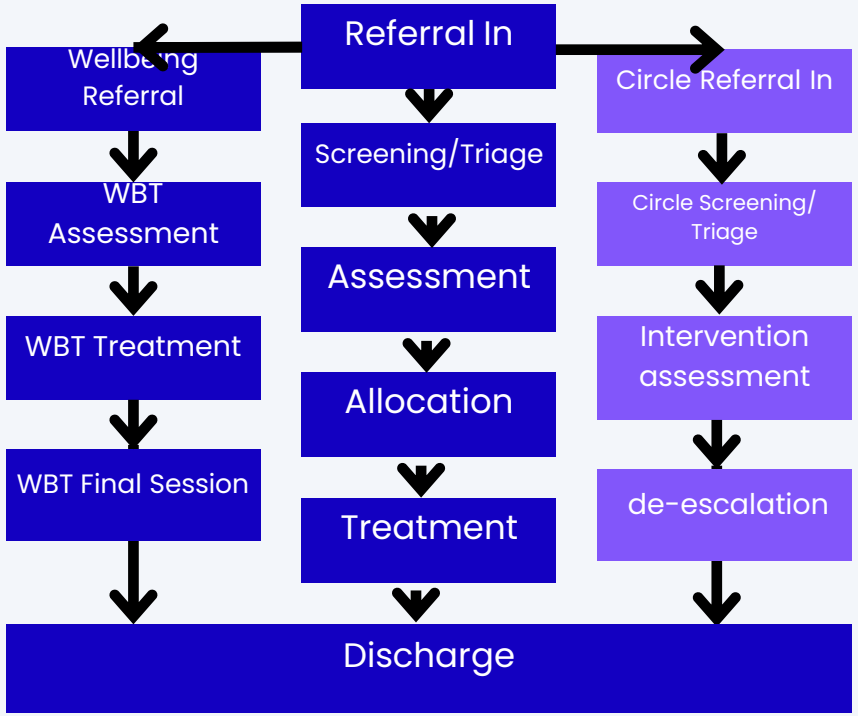
Operating 365 days a year, the service provides dynamic interventive assessments, risk assessments, safety plans, practical support to address immediate needs, and effective signposting

Iaptus: Flexible Development

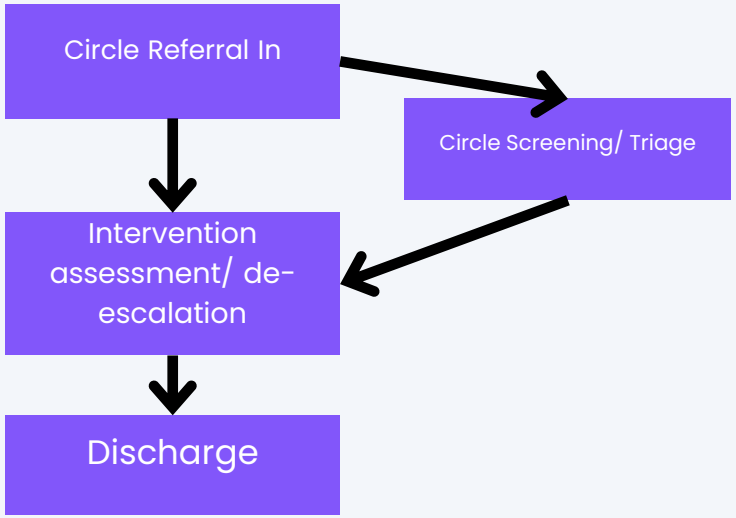
Original Care pathway



Circle Launch Care Pathway



Circle Care Pathway Revision



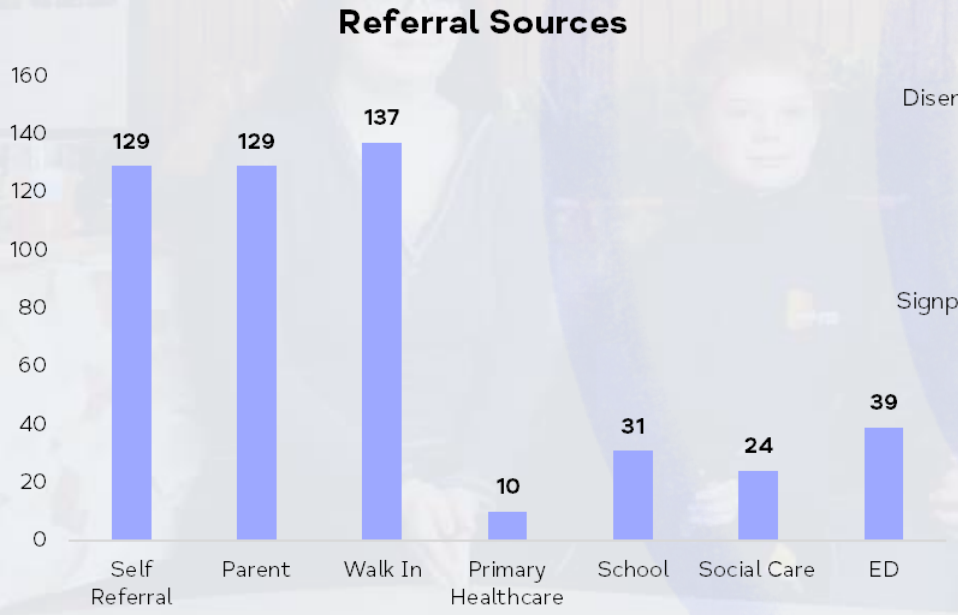
Circle: One Year On

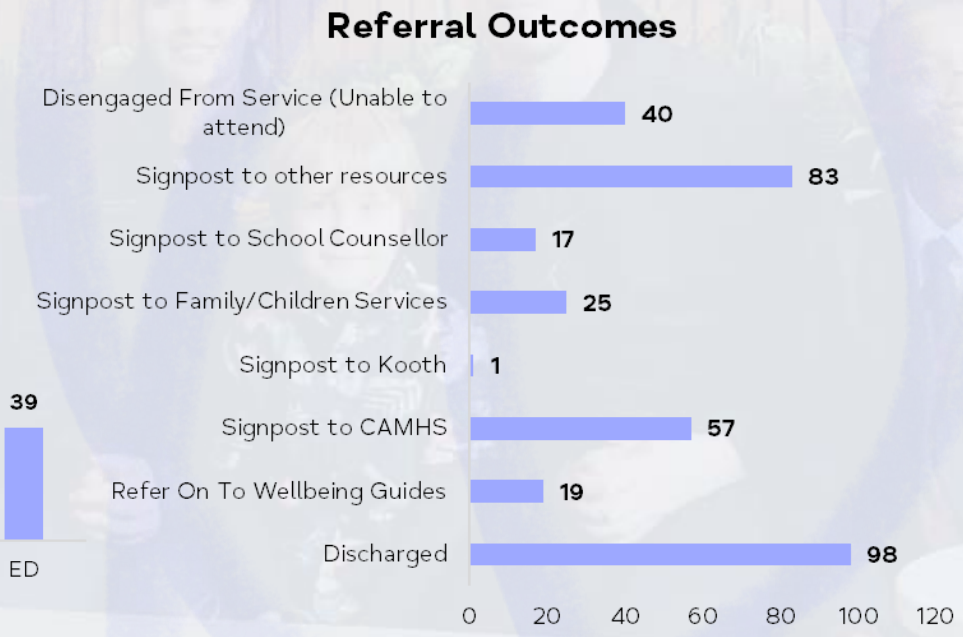
Over 500 Referrals and Drop-Ins Received

340 Young People Accessed Direct Interventions

Key Emerging Themes

- Secondary School Transition
- Social anxiety
- Self – harm
- Suicidal ideation
- School refusal
- Loss of appetite& sleep routine
- Low mood and low motivation
- Lack of understanding of mental health difficulties from parents and schools
- Restrictive eating linked to concerns over body image and body dysmorphia
- Physical health conditions
- Conflict and communication difficulties in peer relationships
- Bullying
- Using the Circle as part of safety plan
- Impact of parental separation and divorce
- Using the Circle as part of their safety
- Conflict and communication difficulties between parents/carers and child





"Thank You ! Made a huge difference to me & my daughter."

How do you utilise the data you collect to meaningfully impact service design/delivery?

Video Link

Circle - A New Mental Health Crisis Intervention Service for Children and Young People

https://youtu.be/K0cOjyGnS48