

Appendix 1

CQC Questionnaire Questions		Summary				
		Yes, always	Yes, sometimes	No never	Don't know	NA
1	Joint Commissioning					
1.1.	Do commissioners and service planners across health, social care, education and the criminal justice system plan services jointly?	0	2	1	1	1
1.2.	Do commissioners and service planners across health, social care, education and CYS commission services jointly?	0	4	0	0	1
1.3.	Where joint commissioning takes place, have resources been pooled?	0	3	0	1	1
1.4.	Is planning and commissioning of services overseen by the local health and wellbeing board?	4	0	0	0	1
1.5.	Are CYP, their carers and families actively and directly involved in the planning and commissioning of CYP MH services?	4	0	0	0	1
1.6.	Do commissioners in children's and adult's services jointly commission support for teenagers and YP as they transition?	0	2	0	2	1
1.7.	Is there an identified CYP MH workstream within the sustainability Care System with a clear workstream owner?	4	0	0	0	1
1.8.	Which agencies are direct participants in the STP/ICS or equivalent CYP MH workstream?	0	0	0	0	0
	NHS Commissioners	4	0	0	0	1
	Specialised Commissioning	3	0	0	0	2
	NHS MH Providers	2	1	0	0	2
	Voluntary / Third sector	1	0	1	0	3
	Children's services	4	0	0	0	1
	Adult MH services	3	0	0	1	1
	Adult MH services (LA)	0	0	0	1	4
	Acute Physical services	1	0	0	1	3
	The Police	1	0	1	0	3
	Health and Justice Commissioners	2	0	0	0	3
	Primary Care	2	0	0	1	2
	Schools and FE Colleges	0	0	1	0	4

1.9.	Do all commissioned services submit data to enable an analysis of the quality of service?	3	1	0	0	1
1.10.	Do commissioners and providers in your local area use data to improve services for CYP?	2	2	0	0	1
1.11.	Do commissioners and providers in your local area use data and experience and outcomes feedback to quality assure services for CYP?	2	2	0	0	1
1.12.	Do the joint commissioning plans take full account of evidence-based guidance and standards?	3	1	0	0	1
Referral Pathways and Eligibility Criteria		0	0	0	0	0
2.1.	Do commissioners and providers for you local area have comprehensive referral pathways for CYP MH across the whole system so that no child or YP falls in the gaps between services?	0	0	0	0	0
	Agreed	3	1	0	0	1
	Clear to understand	1	1	2	0	1
	Comprehensive	1	1	2	0	1
	Published	2	1	0	0	2
2.2.	Is there an open (self-referral) access point for CYPMH services?	4	0	0	0	1
2.3.	Do commissioners and providers for your local area have eligibility criteria for CYP MH services across the whole system?	2	2	0	0	1
	Are the eligibility criteria agreed by all agencies working on CYP MH, users and carers?	0	0	0	0	0
	Yes	1	0	1	0	1
	No	0	0	2	0	0
	Are the eligibility criteria easily accessible, published in a way that CYP, families and referrers can find them and are they in plain English?	0	0	0	0	0
	Yes	2	0	1	0	1
	No	0	0	1	0	0
2.4.	Is this overseen and monitored by health and wellbeing boards as they develop their CYP MH Local Transformation Plan?	4	0	0	0	1
2.5.	Is transition to from CYP MH services to adult services routinely monitored, audited and reviewed by commissioners and the provider service involved?	2	1	0	1	1
2.6.	Is there written guidance on young people's transition from CYP MH services to adult mental health services or other appropriate services that is agreed by relevant parties?	1	0	0	3	1

2.7.	Is there an open (self-referral) access point for CYPMH services?	4	0	0	0	1
2.8.	Are CYP and their parents, families and carers signposted to alternative forms of support they can access to bridge the gap while they are waiting to access care?	3	1	0	0	1
3.0.	Care Co-ordinator					0
3.1.	When a CYP receives care from more than one agency, is a single member of staff or point of contact assigned, that is recognised by all other agencies involved in delivering support?	0	4	0	0	1
3.2.	Do commissioners oversee and monitor the provision of the single member of staff or point of contact?	0	3	0	1	1
3.3.	Is there a single point of access across all services for CYP who may require assessment/care that includes specialist CYP MHS and other relevant services?	2	1	0	1	1
3.4.	Do CYP and their families/carers attend care planning meetings?	1	2	0	1	1
4.0.	Listening to People who use services	0	0	0	0	0
4.1.	Do the commissioners and providers for your local area use the feedback about people's (including families and wider partners) experience of care to monitor the quality of care they deliver?	3	1	0	0	1
4.2.	Is there a commonly used information sharing system across agencies and different organisations for the collection and use of feedback from CYP and families?	0	2	1	1	1
4.3.	Does the system allow for monitoring of protected characteristics and other vulnerable groups such as cared for children and young carers?	0	3	0	1	1
5.0.	Working Together Day-To-Day	0	0	0	0	0
5.1.	Do all agencies working with CYP have prompt and easy access to agencies' service information required to deliver support relevant to their own service?	0	3	0	1	1
5.2.	What established methods are there for systems working together:	0	0	0	0	0
	Joint meetings	3	1	0	0	1
	Locating teams in the same building	3	0	1	0	1
	Having a single point of contact	3	1	0	0	1
	Others – please state	2	0	0	0	3
5.3.	Do teams and services work together to join up a fragmented system across education, health, local authorities and the third sector?	0	4	0	0	1
5.4.	Is there a CYP MH electronic patient record (EPR) accessible from all service points - including remote clinics, emergency departments and at people's homes?	1	2	1	0	1

5.5.	Have all CYP MH staff received additional training and support to use the EPR and digital systems efficiently (e.g. keyboard skills, speech to text dictation, remote working support, clinical note keeping etc.)?	1	1	0	2	1
5.6.	Are there systems in place to ensure that data about CYP MH health can be shared securely as:	0	0	0	0	0
	CYP move around systems and between organisations?	1	0	1	2	1
	CYP move to other geographic areas?	1	1	0	2	1
5.7.	Do all required services in the area submit accurate data to the Mental Health Services Data Set (MHSDS)?	1	2	0	1	1
6.0.	Keeping Children, YP, their parents, families and carers informed and involving them in their care	0	0	0	0	0
6.1.	Do services in your local area stay in contact at all stages of care and treatment with CYP and their parents, families and carers to keep them informed of updates/progress?	0	0	0	0	0
6.1.2.	While CYP are waiting for their initial appointment?	2	1	0	1	1
6.1.3.	While CYP are waiting for subsequent care or transition to other services?	2	2	0	0	1
6.1.4.	While CYP are receiving in-patient care away from home?	1	1	0	2	1
6.2.	Are CYP and their families/carers involved in the following?	0	0	0	0	0
	Planning and decision making around care and treatment:	4	0	0	0	1
	Routine outcome measurement used to guide treatment	1	3	0	0	1
	Design of service	0	4	0	0	1
	Staff recruitment	0	1	0	3	1
	Developing corporate strategy	0	3	0	1	1
	Service audit and Quality Improvement projects	0	2	0	2	1
	Service performance and monitoring	0	3	1	0	1
	Design of complaints and feedback processes	1	0	1	2	1
	Monitoring feedback and complaints and the actions taken to respond	1	0	1	2	1
6.3.	Does the engagement outlined above include all sections of the local community including:	0	0	0	0	0
	Young people and young adults who have been discharged from the CYPMH service, particularly those discharged by reason of their age to adult mental health, to other agencies and to universal services.	1	1	0	2	1
	Black and minority ethnic communities:	1	2	0	1	1
	lesbian, gay, bisexual and transgender CYP:	1	2	0	1	1
	looked after children and care leavers:	1	3	0	0	1

	children with neurodevelopmental disorders or a learning disability:	1	3	0	0	1
7	Harnessing Technology	0	0	0	0	0
7.1.	Is there an option to hold appointments in flexible locations, e.g. non-clinical settings or online?	2	2	0	0	1
7.2.	Are appointments available close to a young person's home?	0	4	0	0	1
7.3.	Is there an online or phone booking system available for initial appointments?	2	0	0	2	1
7.4.	Do commissioners and providers explore how technology can help to improve access to mental health support? For example, have commissioners and providers considered ways technology, such as Skype, can help in areas where large distances and long travelling times make it harder for CYP to attend appointments in person?	1	3	0	0	1
8	Embedding M Wellbeing in School Life - and valuing the importance of Education	0	0	0	0	0
8.1.	Does the service have a clear, defined offer for routine mental healthcare appointments outside of normal (9-5) working hours?	0	4	1	0	0
8.2.	Do schools support their pupils to attend appointments with services to support their mental health during school time?	1	4	0	0	0
8.3.	Are there processes in place within your local area to:	0	0	0	0	0
	understand how many education settings embed mental health promotion and positive mental wellbeing into every aspect of school life, learning from good practice and guidance?	0	3	0	1	1
	provide a whole school's approach to mental wellbeing	1	2	0	1	1
	provide awareness raising sessions for parents	1	2	0	1	1
8.4.	Is mental wellbeing awareness in schools overseen and monitored by school leaders?	3	2	0	0	0
	Supporting and Valuing Staff	0	0	0	0	0
9.1.	CYP mental health services have an active annual programme of review and investment in staff training?	3	0	0	1	1
9.2.	Have leaders established ways of understanding whether staff feel supported?	1	2	0	1	1
9.3.	Is there a programme to train people who work with CYP in your local area to identify and supporting CYP with mental health needs?	1	2	0	1	1
9.4.	Are people who volunteer with CYP in your local area trained in mental health awareness?	1	0	0	3	1

9.5.	Are schools/colleges delivering sessions for parents to help their awareness of mental health issues and how they might appropriately support their CYP?	0	0	0	4	1
9.6.	Is information collected and shared with partners about the numbers of:	0	0	0	0	0
	school /college staff and teachers who have received mental health awareness and support training?	0	0	1	3	1
	emergency services staff who have received mental health and support awareness training?	0	0	1	3	1
	GPs who have received mental health awareness and support training?	0	2	1	1	1
	other professionals who are in contact with CYP who have received mental health awareness and support training?	0	2	1	1	1
		131	122	25	65	107
		29%	27%	6%	14%	24%

Referral Pathways and Eligibility Criteria																							
2.1.	Do commissioners and providers for your local area have comprehensive referral pathways for CYP MH across the whole system so that no child or YP falls in the gaps between services?																						
	Agreed	1				1				1							1						1
	Clear to understand			1					1								1						1
	Comprehensive			1					1								1						1
	Published	1				1							1				1						1
2.2.	Is there an open (self-referral) access point for CYP MH services?	1				1				1							1						1
2.3.	Do commissioners and providers for your local area have eligibility criteria for CYP MH services across the whole system?			1					1								1						1
	Are the eligibility criteria agreed by all agencies working on CYP MH, users and carers																						0
	Yes									1													1
	No			1					1														0
	Are the eligibility criteria easily accessible, published in a way that CYP, families and referrers can find them and are they in plain English?																						0
	Yes	1							1														1
	No																						0
2.4.	Is this overseen and monitored by health and wellbeing boards as they develop their CYP MH Local Transformation Plan?	1				1				1							1						1
2.5.	Is transition to from CYP MH services to adult services routinely monitored, audited and reviewed by commissioners and the provider service involved.			1			1			1											1		1
2.6.	Is there written guidance on young people's transition from CYP MH services to adult mental health services or other appropriate services that is agreed by relevant parties?					1				1											1		1
2.7.	Is there an open (self-referral) access point for CYP MH services?	1				1				1							1						1
2.8.	Are CYP and their parents, families and carers signposted to alternative forms of support they can access to bridge the gap while they are waiting to access care?	1				1				1							1						1
3.0.	Care Co-ordinator																						
3.1.	When a CYP receives care from more than one agency, is a single member of staff or point of contact assigned, that is recognised by all other agencies involved in delivering support?			1					1												1		1
3.2.	Do commissioners oversee and monitor the provision of the single member of staff or point of contact?			1					1												1		1

