

**Case Studies on Enabling Improvement No. 8**

# Urgent Care for Children and Young People with Mental Health Needs and/or Psychosocial Crisis

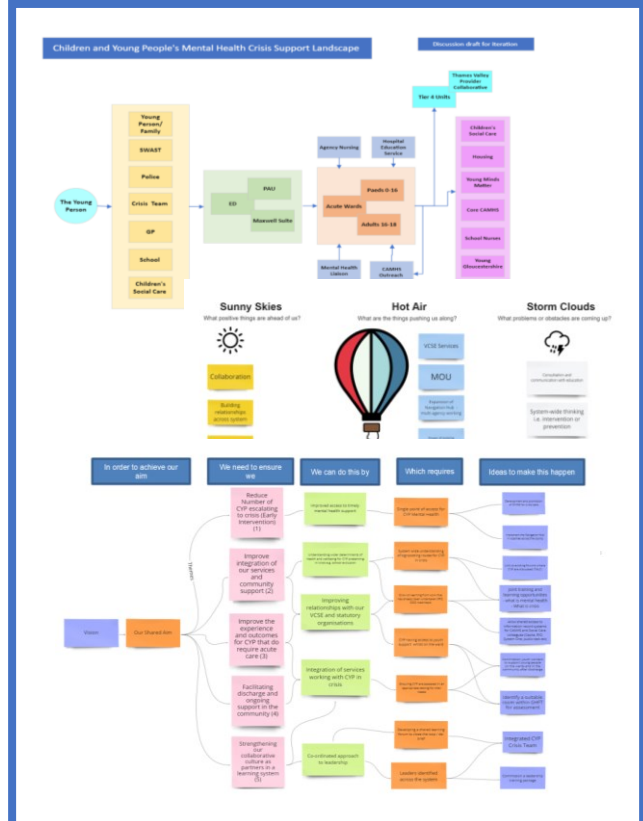
**Delivery Partners:** The improvement team collaborated closely with members of the children and young people’s mental health clinical programme group.

**Situation:** The group identified a range of primary challenges through analysis of their outcomes data. There were issues in accessing appropriate services, with some resources being over or under-utilised. Additionally, there was a need to improve the integration between acute and community services. Another critical area for development was ensuring that children and young people had a voice in their care. These challenges highlighted the necessity to refresh the programme strategy and improvement priorities for 23/24.

**Enabling Assignment:** We facilitated a large stakeholder group session. Participants worked together to map and prioritise opportunities for improvement. The group engaged in activities to define their vision, imagining how the future could look from different perspectives, including those of the children and young people themselves.

The session resulted in a detailed view of the current landscape, an analysis of opportunities for improvement, and the beginnings of a group vision statement.

Following the workshop, the improvement team coached the programme group on forming their ideas into a driver diagram, which would help engage wider stakeholders with the programme plan.



**Impact:** Application of an improvement approach provided a clear framework for collaboration and problem-solving, so the team were able to systematically identify and address key areas for improvement. By encouraging the group to consider service design from the perspective of children and young people using the service, the group were able to identify improvements which could improve their experience and hopefully in the longer term reduce their reliance on services.