

Are we listening?

REVIEW OF CHILDREN AND YOUNG PEOPLE'S MENTAL HEALTH SERVICES



We visited 10 local areas across the country to speak with children and young people who have experience of accessing mental health services, as well as carers and professionals involved with children and young people's mental health. We also tracked how individual children and young people moved through the mental health system, to understand their journey.

What we found

We found that many children and young people experiencing mental health problems don't get the kind of care they deserve. The system is complicated, with no easy or clear way to get help or support or find your way around once you are getting help.

We saw great examples of services with caring and dedicated individuals who put children and young people at the centre of what they do. But these people are often working long hours, with limited money and an increasing demand for their services, which cannot be maintained in the long run.

Things need to change at the top, so those working with children and young people have the support they need to be able to care for them in the best way.

"You shouldn't have to be suicidal to get an appointment."

Together things will get better

Positive change involves everyone. We have made some recommendations to organisations responsible for making sure that the problems with mental health services are dealt with, including:

- **The Secretary of State for Health and Social Care** should make sure there is joint action across government to make children and young people's mental health a national priority, working with ministers in health, social care, education, housing and local government.
- **Local organisations** must work together to deliver a clear 'local offer' of the care and support available to children and young people.
- **Government, employers and schools** should make sure that everyone that works, volunteers or cares for children and young people are trained to encourage good mental health and offer basic mental health support.
- **Ofsted** in their inspections should look at what schools are doing to support children and young people's mental health.

In 2020, we will report on the progress the different organisations have made to act on the recommendations in the report.

You can help CQC to find out where care needs to improve. We need you to let us know what things are really like in your area by telling us about your experiences of health care – both good and bad – so we can take action to make sure that services improve.

"Are you really going to listen to us?"



"You can't fault the service once you get in – but it's the getting in."

GET INVOLVED!

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#WeAreListening

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"I had three different people see me. I didn't feel connected to anyone."