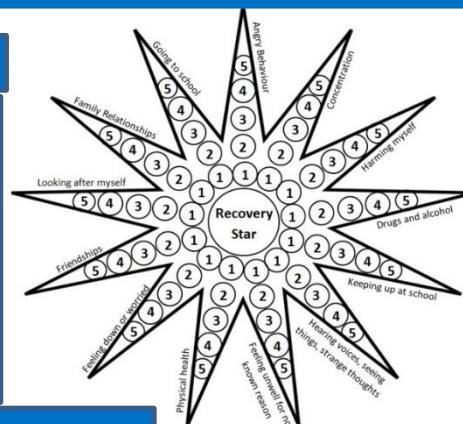


Aim

To improve the experience among young people on a CAMHS Adolescent Inpatient Unit of feeling their problems are listened to and understood by achieving 80% of young people rating this experience as either 4 out of 5 or 5 out of 5 by March 31st 2015.



Tests of Change

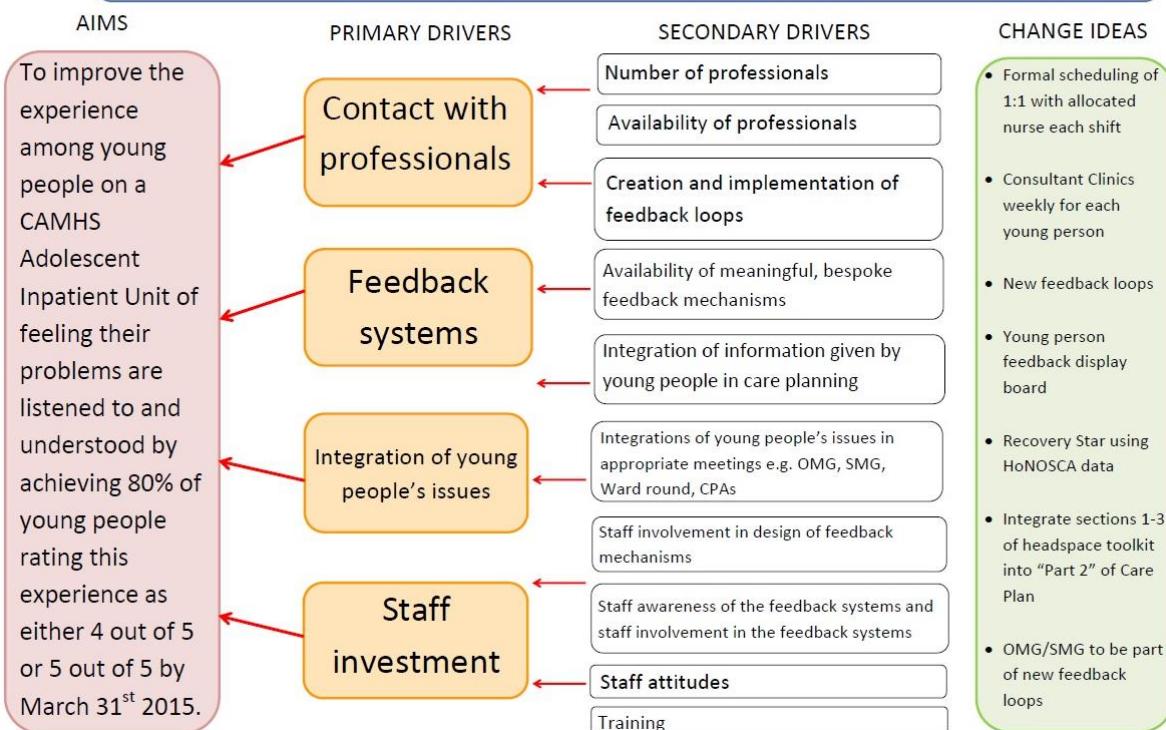
Consultant clinics (CM/RT), Contact with families prior to clinical review, Formulation feedback meeting (LF), Written feedback following assessment, Psycho-education on new diagnoses, Recovery Star (RT), Floating band 6 nurse (HI).

Why is this important to service users and carers?

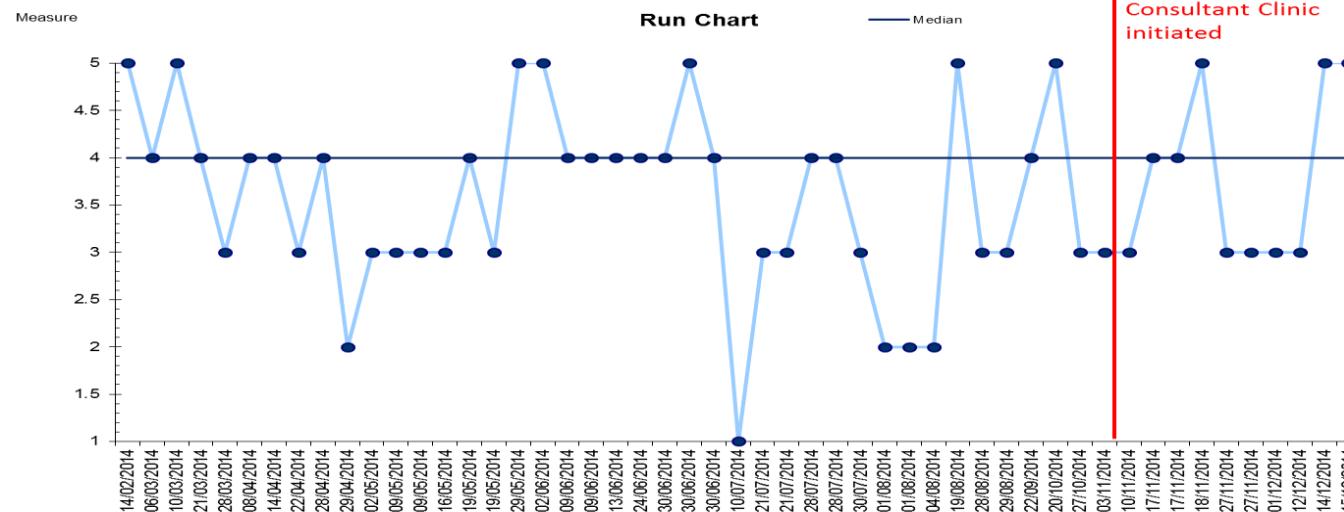
Strengthening the voice of service users is a priority in East London NHS Foundation Trust and a principle we take very seriously at The Coborn; in light of the above it was agreed that our improvement work should focus on this area.

Driver diagram

Improving Young People's Experience of Feeling Listened to and Understood by Professionals at The Coborn Centre for Adolescent Mental Health



Data



Learning

- Data is a good way to evidence the need for change, especially when trying to get other team members involved.
- It can be hard to collect data from young people!
- There are biases with the timing of data collection e.g. on discharge, after a difficult Psychology session.