

The Choice & Partnership Approach (CAPA) & 7 **HELPFUL** Habits of Effective CAMHS

Dr Bronwyn Dunnachie, Senior Advisor, The Werry Centre



CAPA and 7HH: Need to know...



CAPA

It is about

- *Doing the right things = on the right goals*
- *With the right people = with the right skills*
- *At the right time = with no waits*

The Values...

- Service-Users are at the heart of the process
 - “Led by them and guided by us”
- Shift in clinician stance to
 - Facilitator with expertise rather than expert with power
- Everything we do must add value to the service-user
 - “Just the right amount”
 - Is this working for this person?

The Benefits...

Service-Users:

- Reduced waits
- Increased engagement
- Collaborative & respectful

Teams:

- Learning culture
- Togetherness
- Transparent
- Its Fair!

Managers

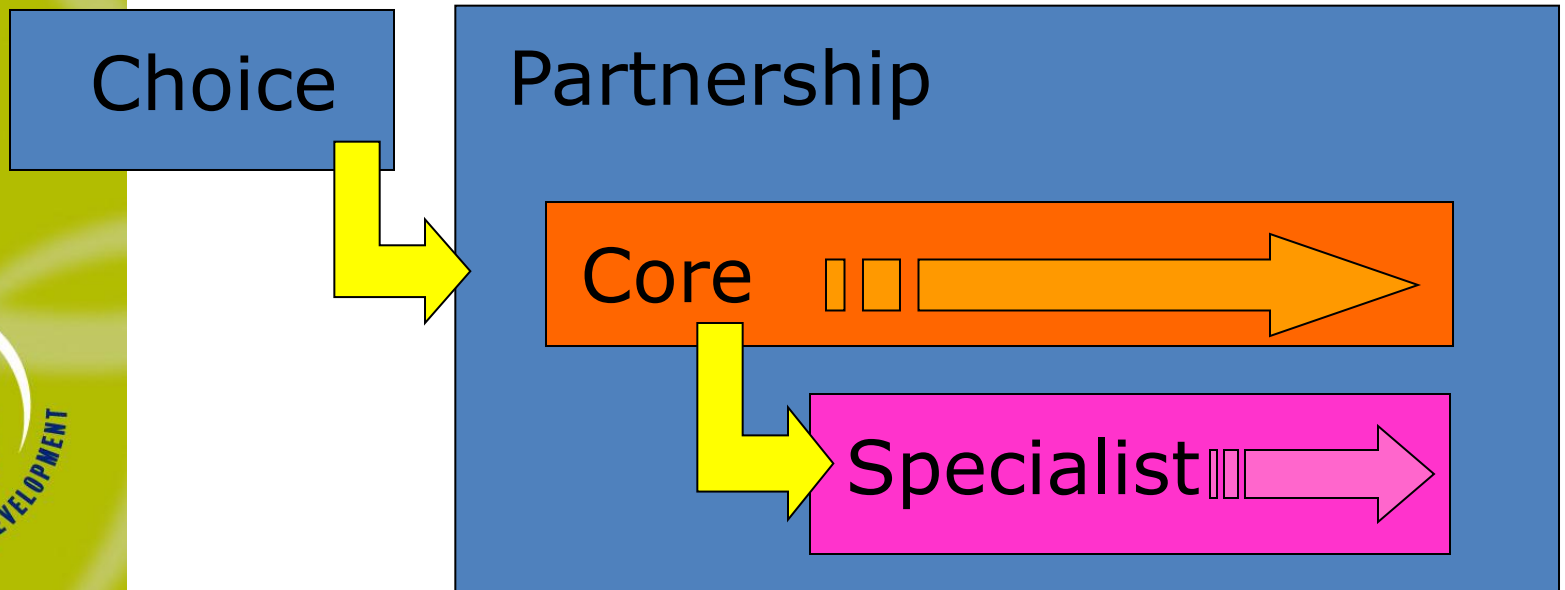
- Flexible workforce
- Defines capacity

The Choice and Partnership Approach

- A clinical system that evolved in UK
- Uses demand and capacity theory
- Uses the seven Helpful Habits
- Service-user focused
- Evidence based

CAPA: 3 Key Ideas

1. Choice
2. Partnership
3. Core and Specialist Work



Choice Appointments

- **SERVICE-USER: Conversation**
 - Follow the Service-user and their families' process and thinking
 - Non-hierarchical
 - Engaging, motivating and respectful
 - HUMAN
 - Process Focused
- **PROFESSIONAL: Directed**
 - We reach an understanding about the issues
 - That considers risk
 - And any appropriate diagnostic frameworks
 - ACTIVE
 - Goal Focused:
 - Reaches a CHOICE POINT

Partnership Appointments

- If further Service required then a Partnership appointment would be booked
- Would not be with the Choice clinician (unless right skills)
- Choice clinician and service-user and family discuss and choose Partnership clinician
- Partnership clinician will have appropriate skills for service-user and families needs

Core and Specific work

- Key idea of separating our clinical work into core and specific work streams

Core work is majority of what we can do

- All clinicians
- Extended threshold clinical skills
- Average duration 7 sessions
- Manages most service users and families

Specific work

Specialist therapy, assessment or skill

- » Additional to Core work
- » Often done in a more formal way

7 Helpful Habits for Effective Services:

- Framework that can guide service redesign
- Evidenced based in terms of theory and clinical experience
- Meets most standards that mental health services need to apply
- Can be introduced in steps or all at once

The 7 Helpful Habits for Effective Services

Handle Demand

Extend Capacity

Let Go of Families

Process Map

Flow Management

Use Care Bundles

Look after staff

Handling Demand

- Managing how referrals come into the system
 - Eligibility criteria
 - Diversion
 - Priority criteria
 - Service level agreements
 - Service strategy
 - Full booking
 - Screen referrals by direct contact

Extending Capacity

Making the most of what you've got

- Know your capacity
- Avoid unnecessary follow ups
- Reduce unnecessary meetings
- Recruit specific skills
- Extend clinicians skill base

Letting Go of Families

- Clinical
 - Only follow-up for a reason
 - Use Care Plans and review them
 - Have a systematic approach to long-term problems

Process Map and Design

- Process map the clients journey
 - Waits, bottlenecks, handoffs
- Regularly discuss clients progress in team
- User involvement in process mapping
- Communicate with other Services to find out what works

Flow Management

- Clinical
 - Reduce queues with no internal waiting lists
 - Have dedicated admin/networking time
 - Generic clinics are useful
 - Daily referral screening
 - Identify bottlenecks
 - Give service-users and families that are waiting something to do

Using Care Bundles

- Ensure reliability of interventions by
 - Identifying groups that could benefit
 - Designing Care Bundle based on best practice
 - Intervention delivered follow best practice
 - Measure compliance with Bundle frequently

Looking After Staff

- Team away days
- Staff job plans
- All staff have annual appraisal
- Listen to, value, and involve staff especially in service change
- Encourage staff relationships

Myths

- Choice means they can choose anything
- Partnership is limited to 6 - 7 sessions
- Only allowed one Choice appt and for 1 hour
- Choice does no risk assessment
- Complex cases don't fit into CAPA
- Not allowed to do specialist work
- Job plans are inflexible

- ANY QUESTIONS??



Dr Bronwyn Dunnachie

Tania Wilson

The Werry Centre

Email b.dunnachie@auckland.ac.nz

t.wilson@auckland.ac.nz

www.camhsnetwork.co.uk

