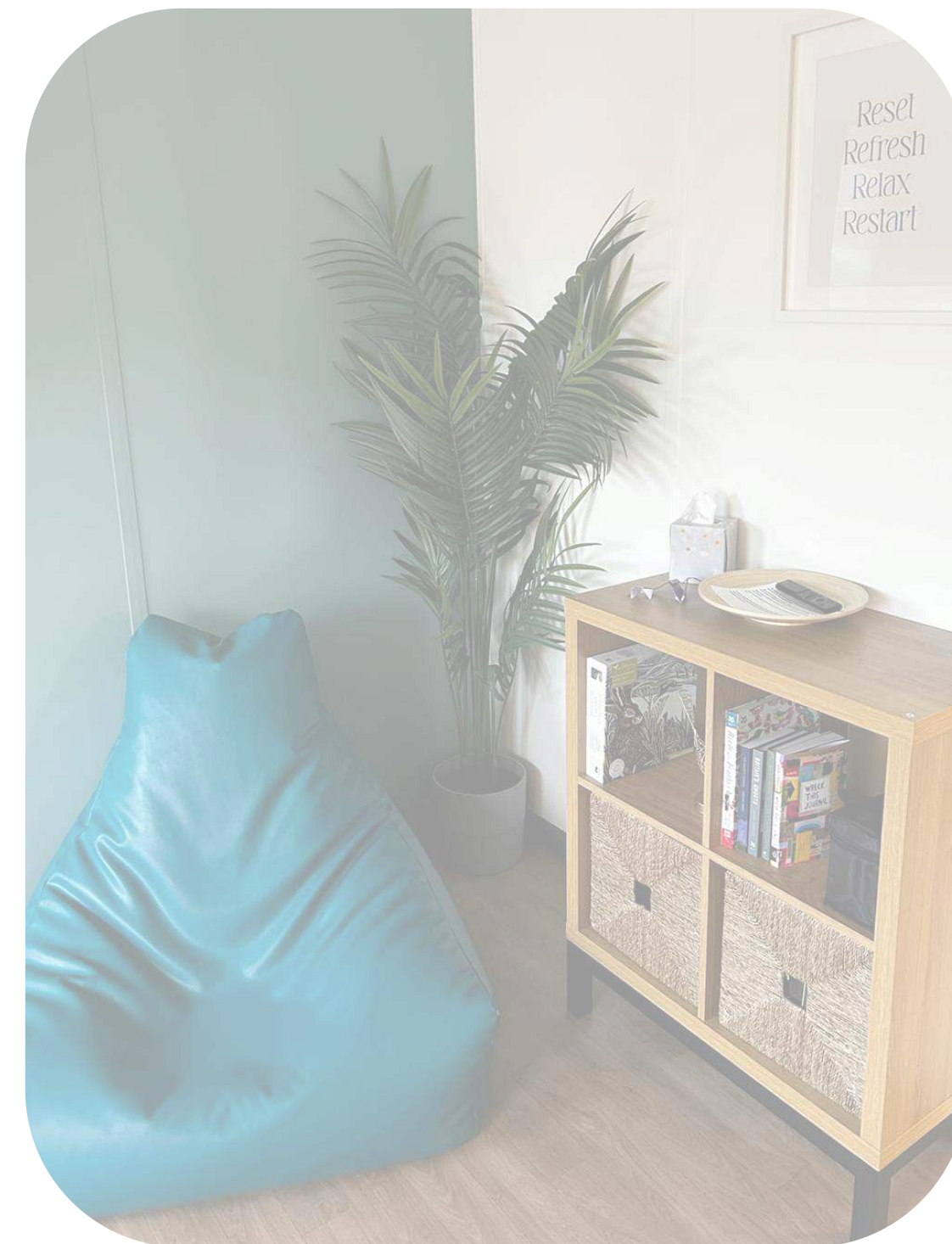




CAMHS Crisis Hub



Denbighshire, North Wales

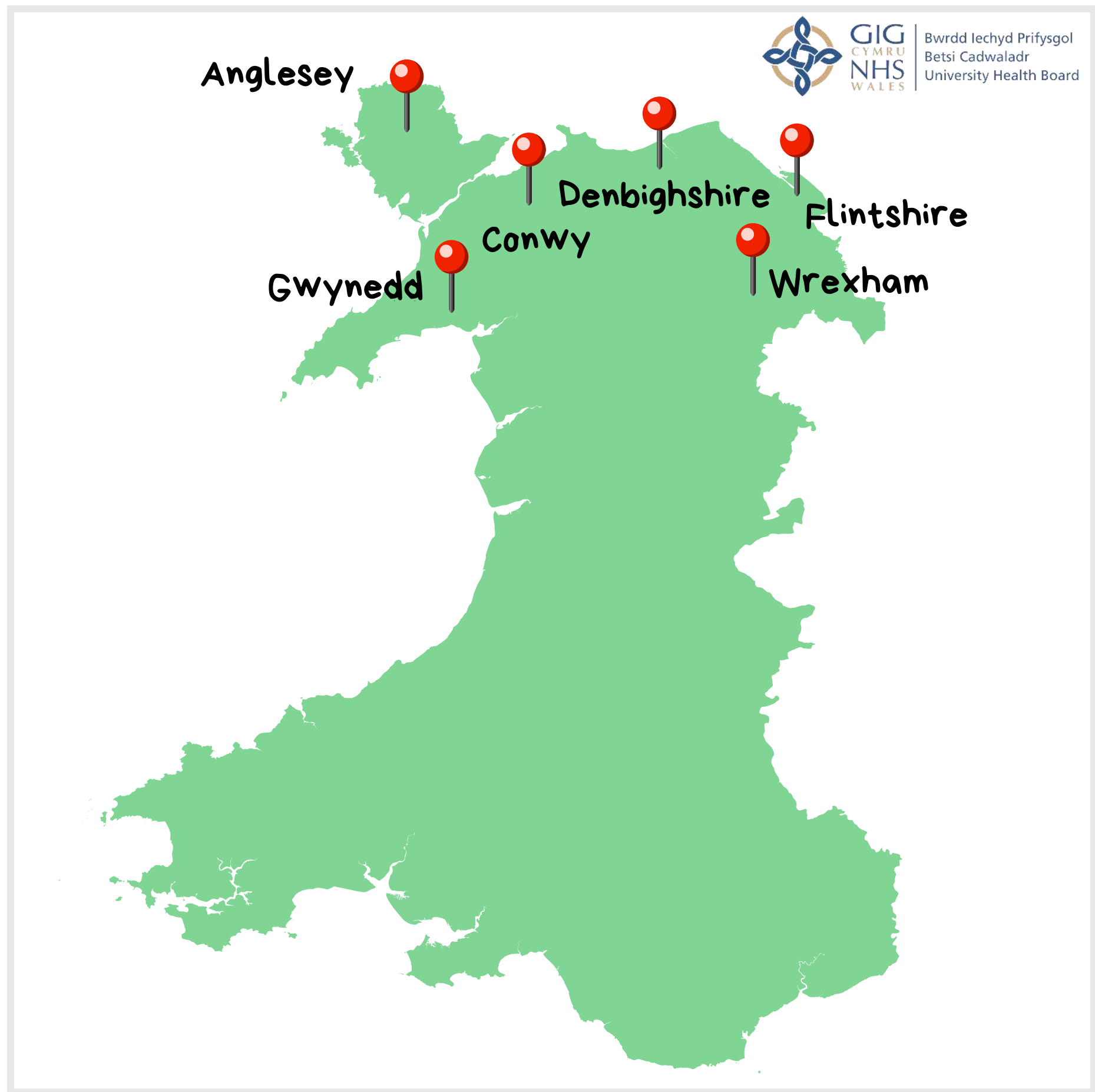


Ariennir gan
Lywodraeth Cymru
Funded by
Welsh Government



GIG
CYMRU
NHS
WALES

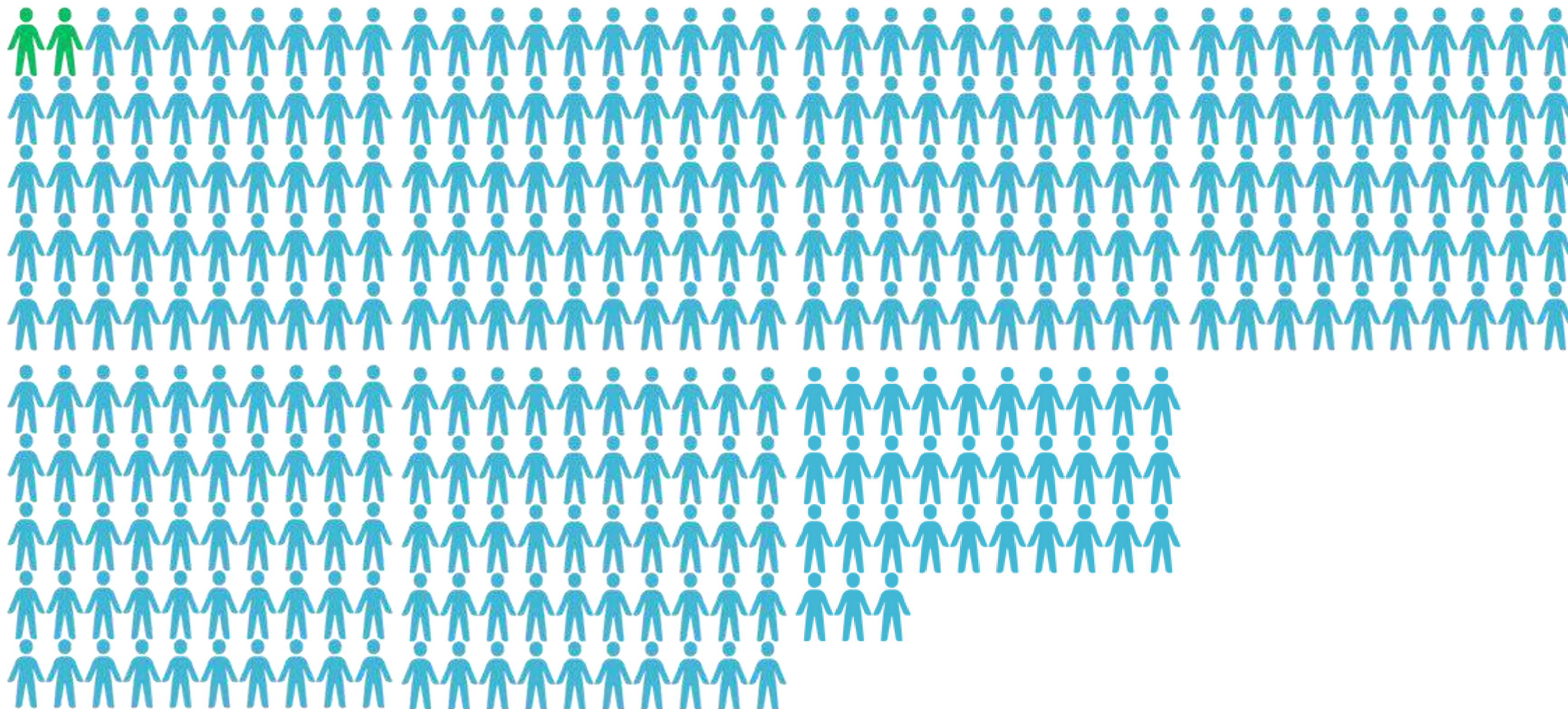
Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board





We aim to develop and deliver a Regional Crisis & Unscheduled Care (USC) service model to ensure all children and young people who are at risk of, or experiencing mental health crisis are able to access the right care, at the right time in the right place 24/7.

333 Children & Young People (up to 18 yrs) accessed CAMH Crisis Service in Conwy & Denbighshire, 2022 - 2023





99%

**C&YP accessed the crisis service via their
Local District General Hospital Emergency
Department**

14%

**received the necessary crisis assessment
and intervention and discharged from the
Emergency Department**

86%

**were admitted to an acute ward where
crisis assessment and intervention was
provided**

It doesn't feel right being on a ward mixed with lots of poorly babies, it can make things harder & quite overwhelming

what YP

I feel like I just needed someone to listen to me, not just follow a procedure

I don't think the staff in A&E understand or can help me

We were told to take him to A&E, the idea of taking him there to that kind of environment, he would have erupted.

Being in A&E would send her absolutely on the ceiling, her anxiety would be so heightened that she'd just fight.

It can feel scary with drunk people waiting too

Not enough space on the ward to see the crisis team

told us about these

...

It's scary because as a child, you don't really want to be going there (A&E)

Long waiting times with lots of people around



- Develop & deliver a CAMHS Crisis Hub to provide C&YP an alternative pathway via new and improved pathways
- 5 days a week, 9am-9pm
- safe & comfortable space for C&YP and their families that enables improved outcomes and experience

* Plants on top of storage blocks.

* Round Table (dining).

* Framed quotes.

* Small TV in each cons. room.

* Cushions & Blankets.

* Chairs need to be comfy.

* Spotify licence?.

* Blackboard's chalk.

* Soft blankets.

* from kitchen.

* real QUARTS in both rooms

Name - something simple

Stay away from words like wellbeing, mindfulness.



WE NEED YOU!

Help us design a Community Crisis Hub

We are looking for individuals who have accessed CAMHS Crisis Services & can use their experience to help make positive change.

Session will involve;

- Meeting the team & learning about the brand new Crisis Hub project.
- Helping us to design the hub. Creating mood boards by choosing your preferred colour schemes and furniture.
- Provide your thoughts & Ideas around the name and logo for the Hub.

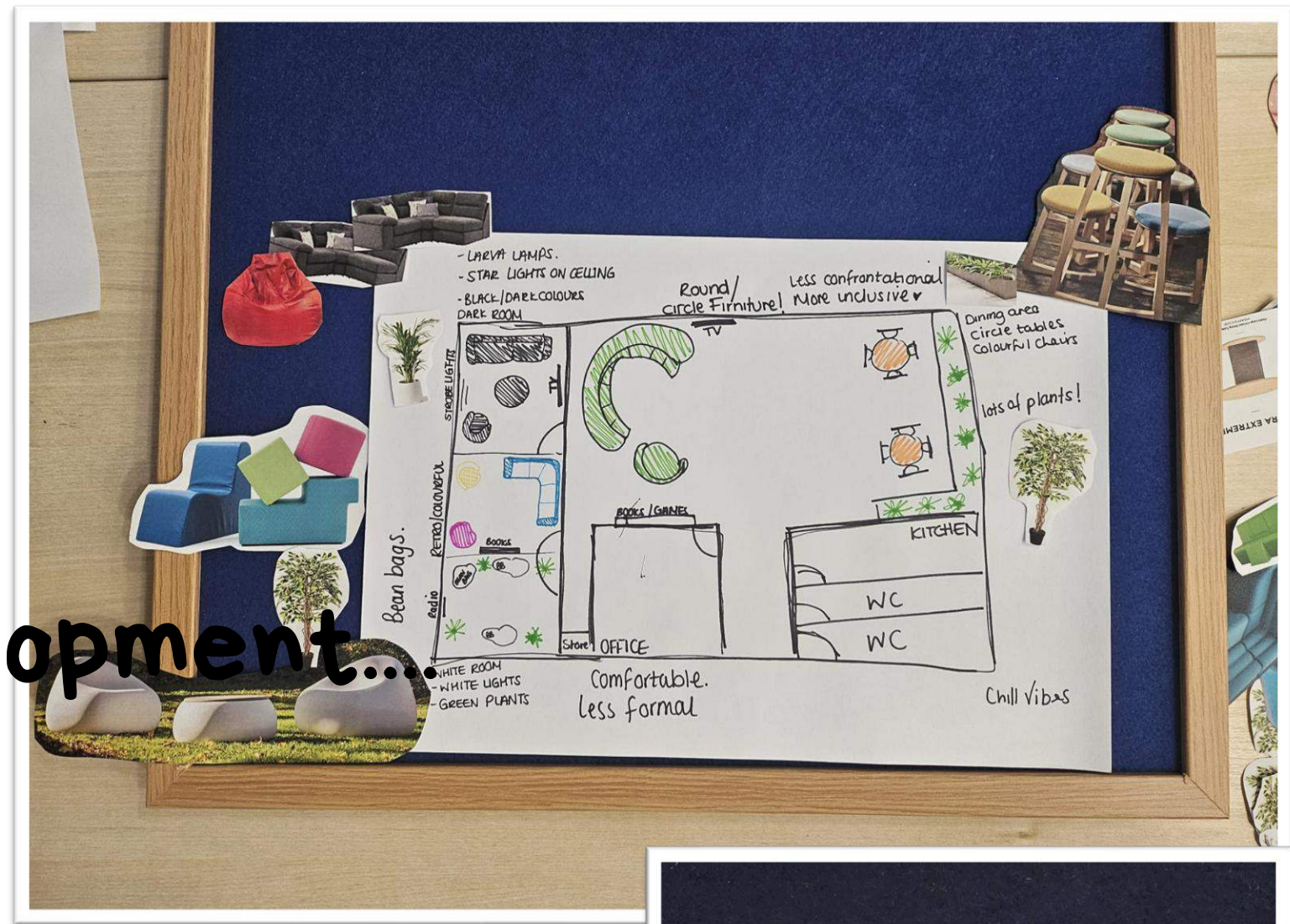
Wednesday 14th December 4pm-6pm

Rhyl Youth Centre
East Parade
Rhyl
LL18 3AF

As a big thank you, gift vouchers will be provided

GET IN TOUCH

Please scan the QR code or email us on BCU.childrenspatientexperience@wales.nhs.uk to confirm your space. We forward to seeing you!



Hot Chocolate

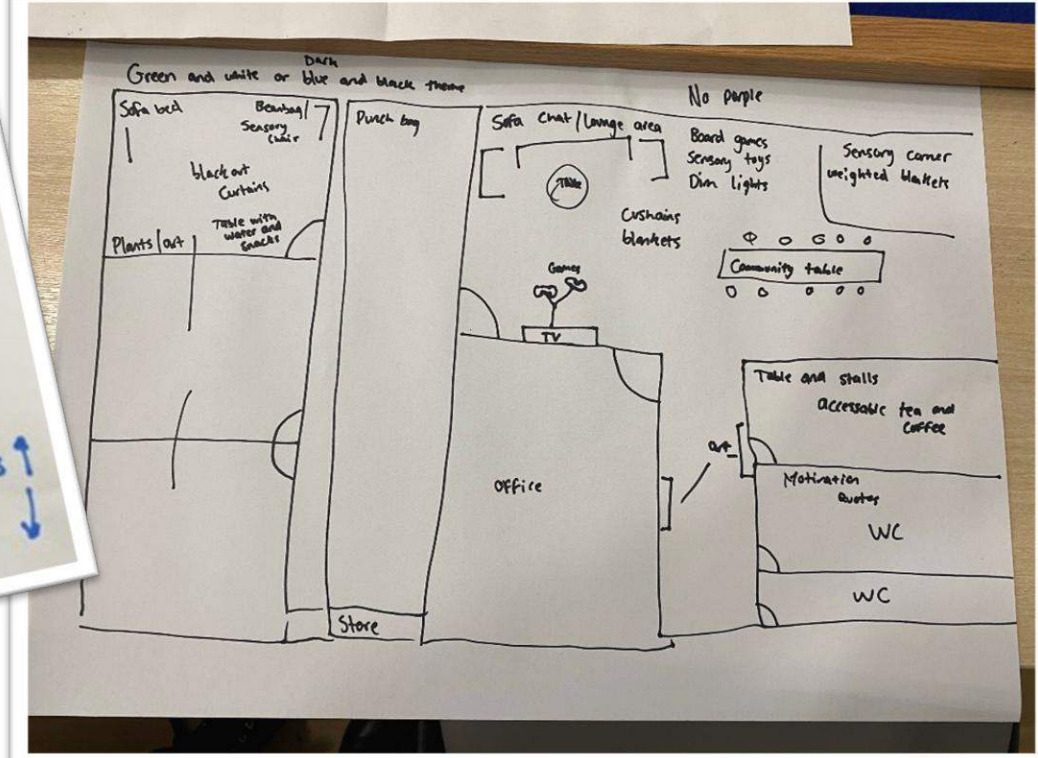
Music (Alexa)

Amazon Music

different in each mood room.

T.V. for visual

LED lights brightness colour



- ✓ Development of Crisis Hub Service Specification and new clinical pathways
- ✓ Building design, coordination of contractors and trades and procurement of furnishing and fittings
- ✓ Recruitment of additional staffing
- ✓ Referral pathways and process development, supported by a new Standard Operating Procedure
- ✓ Installation of the hub and implementation of new pathways and processes ahead of 'Go-Live'



Nov'
2024

After years of visiting A&E and CAMHS, we both felt that this service felt incredibly welcoming and supportive

It feels like an environment where young people would want to be and can relax - a world apart from the experience of waiting at A&E for emergency care.

Need more places like this!!

Feedback received from C&YP and their families so far...

We need more hubs in each county

This environment is so much better for young people

Nothing negative to say, amazing support and understanding from lovely people

We think it is amazing, the potential it has to change young people's lives, for the better, is incredible

It was a beautiful environment that was really nice and reassuring and welcoming.