

# NEWSLETTER

## MEET THE TEAM:

### INTRODUCING HANNAH MILLER, LEVEL UP CASE MANAGER

In this edition of our "Meet the team" series, we're introducing you to Hannah Miller, Case manager in Level Up LPC, Cheshire and Merseyside, Young People and Families Provider Collaborative.

As case manager, Hannah oversees all the young people in Tier 4 services across Cheshire and Merseyside. Hannah also sits within the commissioning team, focusing on the future goals and objectives of the Provider Collaborative.

Hannah's typical week involves attending Care Programme Approach (CPA) meetings for young people, engaging in strategic meetings to encourage joint work with colleagues in local authorities and ICBs, and attending referral meetings.

Hannah also pays regular visits to different providers we work with, ensuring each young person is reviewed every six weeks minimum, attending relevant meetings to monitor their care journey and advising on appropriate admission times.



**Hannah said:** "It's really important to provide high-quality care to all young people. I have oversight over the quality of Tier 4 inpatient services, supporting with meeting and achieving team targets, which in turn guarantees our young people are receiving appropriate levels of care for their needs."

"As a commissioner, I can help speed up processes such as discharge planning and internal processes with supporting agencies."

"I was driven to become a nurse and make a difference in people's lives. I now play more of a behind the scenes role, not directly delivering therapeutic interventions, everyone has a part to play when it comes to our young people care journey."

**To all staff, young people, and families who might not have met her before, Hannah said:** "I'm approachable and I'm here to make a difference. I think it's important to be visible and to be able to have an open dialogue for mutual support. If I don't know the answer personally, I will find someone that does."

If you have any questions for Hannah, please email:  
[hannah.miller36@nhs.net](mailto:hannah.miller36@nhs.net)



## CNEST SHORTLISTED FOR REGIONAL AWARD

The Complex Needs Escalation and Support Tool (CNEST) has been shortlisted in the North West Coast Research and Innovation Awards 2023.



### Dr Lesley Doyle, Consultant Clinical Psychologist said:

"We are delighted the Cheshire and Merseyside Children and Young People's Complex Needs Escalation and Support Tool (CNEST) has been shortlisted for Ruth Young Award for Research Implementation."

"The CNEST was developed to provide a consistent, evidence-based approach to the earlier identification of young people with complex needs, who are at increased risk of admission to Tier 4 CAMHS."

"The CNEST also facilitates a coordinated multi-agency response to the child and their family so that appropriate support and interventions may be offered. "We are proud to be implementing research in order to improve health outcomes for our population."

To learn more about CNEST visit:  
[www.levelupcm.nhs.uk/cnest](http://www.levelupcm.nhs.uk/cnest)

# GATEWAY AND CNEST

Over the last few weeks, the Gateway and Complex Needs Escalation and Support Tool (CNEST) teams have been working on a new video for the Level Up website to make it easier than ever to use CNEST and understand the Gateway process.

The video also includes Experts by Experience who share why it's so important to keep improving our services for young people across Cheshire and Merseyside.

Watch this space for the launch of our new video or check out our website for news, events and updates:

[www.levelupcm.nhs.uk](http://www.levelupcm.nhs.uk)



## EXPERTS BY EXPERIENCE

## GEORGIA'S EXPERIENCE

Georgia, from our Experts by Experience programmes, shares her experience with accessing mental health services and why getting involved in shaping our services is important to her.

"I grew up in a very dysfunctional, family with a lot of mental health issues and domestic abuse. I suffered a lot of trauma and was put into care when I was eight and moved around quite a lot and had other traumatic experience, which affected me later on in life.

"I first came into contact with mental health services when I was 12 or 13, I had started to really struggle with my mental health and my risks escalated from there. My mood was really low, I'd experienced lots of trauma which then had a negative impact on my mental health.

"I developed an eating disorder and I started to self harm, and I was just really isolated. I didn't tell anyone.

"When my school, and my foster carers found out, my social worker put a referral into child and adolescent mental health services. I waited quite a few months to see someone at first, and when I eventually did it was just an initial assessment. So, no support was actually offered.

"They were just assessing me for my mental health and my needs at that time. In the process of waiting, there was no support and in that few months I was getting worse and my physical health and my mental health were just deteriorating.

"That continued to happen, even when I did get access to services for my mental health and regular appointments it was too late because my risk had just become so high.

"When I was 16, I was sectioned for two years, and I had to move to five different wards in three separate hospitals.

"Since my time in mental health services I've become a forum member for Level Up and EmpowerED because it gives me a purpose, and as an ex-service user for inpatient services it gives me a unique perspective and I feel like I'm truly able to give back.

"I like to be able to act as a voice for people who have previously not felt heard, and our feedback will help people who are at the beginning avoid the issues I've faced with mental health services.

"As a forum member I'm able to regularly meet with senior clinicians, alongside people like Tim Welch, Chief Executive of Cheshire and Wirral Partnership NHS Foundation Trust, as well as work alongside the commissioning team to make a difference to services across the North West."



# YOUNG SCOUT NUNG SHINES AT ROYAL CORONATION

Level Up Expert by Experience, Nung was chosen out of thousands young people to represent the scouts at the Coronation of His Majesty King Charles III.

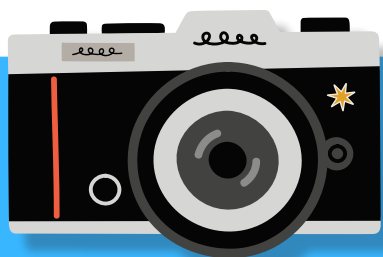
Countries from across the Commonwealth nominated people to take part and help co-ordinate on the day and Nung was chosen to represent the Scouts from North Yorkshire and Merseyside.

**Nung said:** "Initially after being picked I wasn't allowed to tell anyone or share any details because there was a chance that the number of volunteers would be reduced.

"After so much anticipation, and the number of people volunteering had been reduced I was able to tell people that I would be representing the Scouts and stewarding at the Kings Coronation.

"We camped at Giwell Park, the national headquarters for the Scouts, and on the day we were only around 100 metres from the Westminster Abbey, and you could hear everything that was going on. My team was responsible for helping people with wheelchairs to get to the Westminster Abbey and ushering really famous celebrities.

"It was an honour to be part of such a massive historical event and on the day, I'm really grateful for the experience. I was proud to do my duty to the King and abide by my promise I made as a Scout."



Nung got to meet several major celebrities on the day including:

- Maggie Smith
- Stephen Fry
- Lionel Richie
- Sir Kenneth Branagh
- Katy Perry
- Joanna Lumley



## GET INVOLVED

Level Up is recruiting ambassadors, community champions and young people for our Level Up Experts by Experience forum.

If you're over the age of 18, the provider collaborative is looking for people who can volunteer their time and help promote key messages, signpost families/carers to local support services and help us identify barriers to accessing services.

If you're between the ages of 13-18 we still want to hear from you, join our Experts by Experience forum and help us influence and shape the participation opportunities for young people in local mental health services, and input directly into the planning, delivery and improvement of local mental health services for young people.

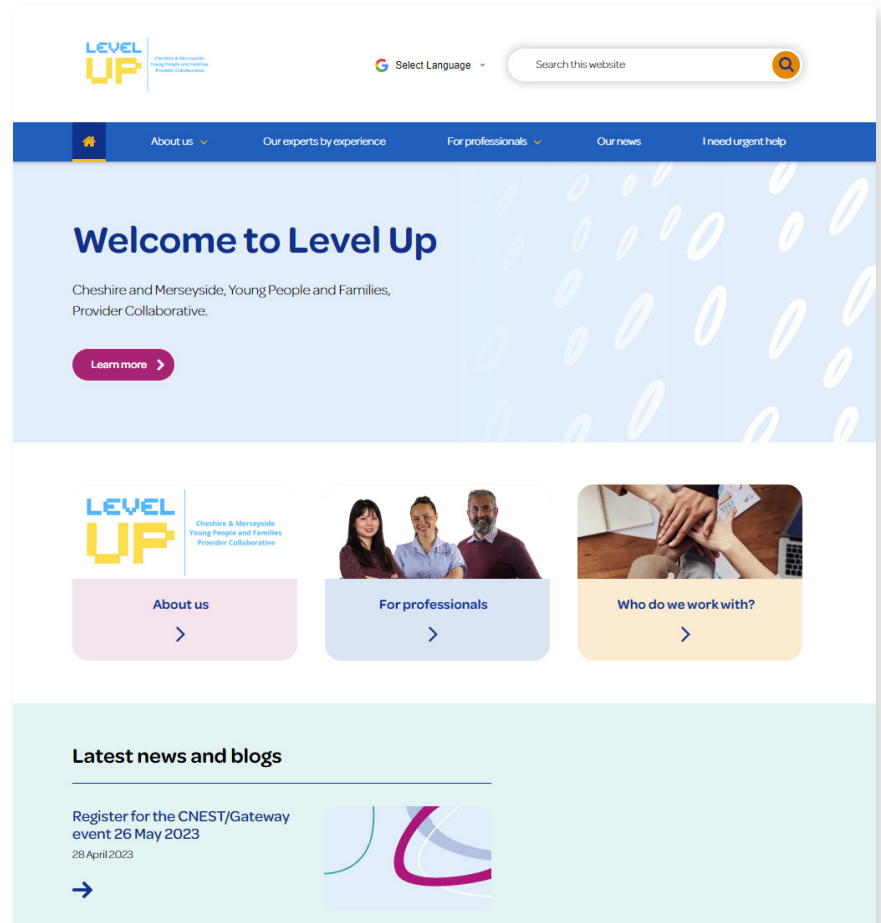
If you're interested in becoming an ambassador, community champion, or in joining our Expert by Experience programme please visit [www.levelupcm.nhs.uk/ebe](http://www.levelupcm.nhs.uk/ebe).



# LEVEL UP WEBSITE

Don't miss the latest Level Up updates on our new website: [www.levelupcm.nhs.uk](http://www.levelupcm.nhs.uk). The website provides a single digital front door to more information about the provider collaborative, news and events, a dedicated space for experts by experience, carers and families and a zone for professionals.

No website is ever really finished, and we always welcome feedback. Let us know what you think of the new website and what content you would like to see by emailing: [cwp.levelupforum@nhs.net](mailto:cwp.levelupforum@nhs.net).



## NEED URGENT MENTAL HEALTH CRISIS SUPPORT?

If your mental or emotional state quickly gets worse or deteriorates, this can be called a 'mental health crisis'. In this situation, it is important to get help quickly.

Depending on the area you live in, please call the numbers below and dedicated local staff will support you to access the help you need.

The phone lines are open 24 hours a day, seven days a week and is open to people of all ages, including children and young people.

| LOCATION                                       | TEL.          |
|------------------------------------------------|---------------|
| Cheshire and Wirral                            | 0800 145 6485 |
| Bolton, Salford, Trafford, Manchester          | 0800 953 0285 |
| Halton, Knowsley, St Helens and Warrington     | 0800 051 1508 |
| Lancashire and South Cumbria                   | 0800 953 0110 |
| Liverpool and Sefton * anyone aged 16 and over | 0800 145 6570 |
| Wigan                                          | 0800 051 3253 |