



## PENNA AWARD WINNERS 2023

### LEVEL UP RECEIVE NATIONAL AWARD FOR PATIENT-CENTRED CARE EXCELLENCE

Level Up, Cheshire and Merseyside, Young People and Families, Lead Provider Collaborative (LPC), led by Cheshire and Wirral Partnership NHS Foundation Trust (CWP), are thrilled to announce that they have won the prestigious national award 'Commissioning for Patient Experience' at the Patient Experience Network Awards 2023 (PENNA).

The award highlights the LPC's commitment to delivering outstanding healthcare services while prioritising the needs and experiences of the people we care for through the work of our experts by experience.

The PENNA awards honour outstanding achievements and best practices in patient experience across the health and social care sectors. **Level Up** has been recognised for its dedication to transforming patient care pathways, reducing variations in care, and fostering collaboration among stakeholders to provide person-centred care in the mental health sector.

Level Up, Cheshire and Merseyside, Young People and Families Provider Collaborative, is a pioneering partnership between:

- Cheshire and Wirral Partnership NHS FT
- Cygnet Health Care
- Priory Healthcare

- Alder Hey NHS FT
- Mersey Care NHS FT

This collaborative effort focuses on addressing young people's mental health needs and aims to enhance patient pathways and experiences, while driving innovation and creativity in specialised mental health services.

**Tim Welch, Chief Executive, CWP said:** "This award reflects our deep commitment to enhancing the patient experience and ensuring that every individual we serve receives the highest quality of care across the North West.

"The award recognises the LPCs dedication to shaping healthcare services and systems that truly prioritise the wellbeing and satisfaction of the people we care for, their families and carers.

"We are honoured to be recognised for our work, and it inspires us to continue pushing the boundaries of patient-centred care and innovation."

For further information about the Lead Provider Collaborative, Level Up please visit: [www.levelupcm.nhs.uk](http://www.levelupcm.nhs.uk).

# EXPERT BY EXPERIENCE CELEBRATION EVENT

Level Up recently hosted a celebration event to honour the remarkable contributions and dedication of Experts by Experience from over the past year. The Experts by Experience and Carers came together with senior leaders from the Lead Provider Collaborative, friends, and family members.

Held in recognition of the invaluable input provided by Experts, the event was a testament to the collaborative's commitment to improving and shaping vital services across the North West.

At the heart of the celebration, which took place amidst an atmosphere of gratitude and unity, was a special performance by the talented artists from Jelli's Studios, a dance company based in Liverpool. Dancers and musicians from the studio dazzled the audience with their artistry, adding a touch of creative flair to the event. Through dance and music they highlighted the importance of supporting mental health.

**Isla Wilson, Chair of the Cheshire and Wirral Partnership NHS Foundation Trust, expressed her heartfelt appreciation for the Experts by Experience and their substantial impact on the Collaborative's work. Isla said:** "The event was our chance to celebrate the incredible work of our Experts by Experience to improve and shape vital services across Cheshire and Merseyside. They've shared their experiences, wisdom, passion, and importantly, their willingness to challenge us at the highest level of decision-making."

The Level Up Experts by Experience are playing a pivotal role in shaping specialised mental health services across Cheshire and Merseyside. Their lived experiences have provided invaluable insights and perspective which will be harnessed to improve the quality of care.

Level Up, Young People and Families Lead Provider Collaborative Expert by Experience Celebration event was not just a moment of reflection but also an acknowledgment of the potential for change when individuals come together with a shared purpose. It was a day to celebrate accomplishments, inspire further progress, and, most importantly, recognise the resilience and strength of those who have faced eating disorders and emerged as powerful advocates for change.



## GET INVOLVED



### COMMUNITY CHAMPIONS AND AMBASSADORS

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. For more information visit: [www.levelupcm.nhs.uk/champions](http://www.levelupcm.nhs.uk/champions).

### IF YOU ARE OVER THE AGE OF 13 WE 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).

# ANCORA CARE

Ancora CARE

Level Up is delighted to announce the launch of Ancora CARE. Ancora CARE is the name of Cheshire and Wirral Partnership NHS Foundation (CWP) Trust's new service that aims to deliver the out of hospital offer in line with the principles and ambitions of the Cheshire and Merseyside New Model of Care for CAMHS Tier 4.

The new service aims to support the reduction of admissions to Tier 4 inpatient beds, appropriately accelerate discharge and support the delivery of care close to home.

## How will we know Ancora CARE is working?

- Improved outcomes for young people and families
- Decreased number of admissions, including young people with a Learning Disability and/or Autism
- Improved young person and parent/carer, family experience
- Reduced re-admission

## How does Ancora CARE plan to achieve this?

The following principles have been derived from system wide consultation and engagement across Cheshire and Merseyside and reflect the views of children, young people, parents, carers and professionals.

- Whole family approach to care that meets individual need close to home and in the community where possible and appropriate
- Person-centred approach - young people and their family's needs, views and wishes are of paramount importance
- Seamless care pathways with shared/multi-agency ownership, coordination, commitment and accountability to meet needs safely
- Clear, unambiguous, open and seamless inter-agency communication, shared language and information sharing with clear roles and responsibilities of all professionals and family members in care planning and delivery of care
- Standardised, equitable consistent approach across Cheshire and Merseyside providing the right care, at the right time, in the right place, by the right professional
- Resilient, flexible, skilled and resilient workforce with mutual respect and support across disciplines
- Formulated understanding of risk and challenges available to all involved

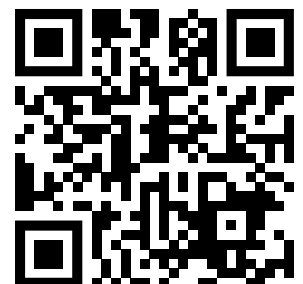
## Who can access the service?

This service is available to anyone aged 13-17 at the time of referral

## Who can make referrals to Ancora CARE?

To access Ancora CARE a referral will need to be made by Children and Young People Community Mental Health Services, through a Multi-Disciplinary Team assessment in the community.

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



# HIGHLIGHTS FROM 2023



## LAUNCH OF THE LEVEL UP WEBSITE

Level Up is delighted to launch a new website that aims to provide a single digital front door to more information about the lead provider collaborative, news and events, a dedicated space for experts by experience, carers & families and a zone for professionals.

The Level Up website's look and feel has been developed using an identity co-produced with experts by experience and will continue its development with their support. Visit [www.levelupcm.nhs.uk](http://www.levelupcm.nhs.uk) to learn more.

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).



# CELEBRATING THE LAUNCH OF THE COMPLEX NEEDS ESCALATION AND SUPPORT TOOL (CNEST)

By Dr Lesley Doyle, Consultant Clinical Psychologist, "Well done to everyone involved in launching the Complex Needs Escalation and Support Tool (CNEST)."

Over 100 people from across Cheshire and Merseyside joined the launch to learn about the tool.

## What is CNEST?

The CNEST was developed to provide a consistent, evidence-based approach to the early identification of young people at high risk of admission to a Tier 4 CAMHS inpatient unit and facilitate a coordinated multiagency response to the child and their family via the Gateway meeting, so that appropriate support and interventions may be offered.

The CNEST does this through the identification of individual and contextual risk factors that if left unaddressed and supported, are most likely to lead to a hospital admission.

If you would like to learn more about CNEST, please visit [www.levelupcm.nhs.uk/cnest](http://www.levelupcm.nhs.uk/cnest)

## CNEST WAS ALSO SHORTLISTED FOR THE NORTH WEST COAST RESEARCH AND INNOVATION AWARDS 2023



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

"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."

# THE GATEWAY PROGRAMME

The Gateway Programme is an approach for multi-agency professionals to provide a consistent evidence-base and recommendations where young people's moderate to severe mental health difficulties combine with risk factors, including Tier 4 admission.

Gateway meetings are designed to ensure that the local system takes collective responsibility for the care and welfare of their young people. Multi-agency Gateway meetings are held in each place across Cheshire and Merseyside to meet the needs of young people who have moderate to severe mental health difficulties and/or high levels of risk of self-harm and suicide and are:

- at risk of admission to Tier 4 CAMHS
- delayed discharge from Paediatric wards
- at risk of custody
- awaiting discharge from Tier 4 CAMHS
- at risk of care placement breakdown

## Gateway Project Support

Since Elizabeth Collins, Gateway Programme Manager, and Hannah Stace came into post over a year ago the Gateway Programme Team have achieved significant milestones.

There have been:

- 9 Gateways at Place implemented across Cheshire and Merseyside
- 126 Gateway Meetings for NHS, Social Care and Education colleagues to consider the needs of 176 young people
- 17 formal information and learning sessions delivered, attended by 199 professionals
- 3 online events for our Community of Practice, with 1 in-person event held in Warrington and 3 webcasts recorded by professionals for professionals

We have had the privilege of working with wonderful Experts by Experience and professionals during this time, who have generously shaped our work with their feedback and ideas for engagement, learning and development.

The programme has also benefitted from some fantastic opportunities, including having been nominated for an NHS Parliamentary Award, selected to deliver a poster presentation at the RCPsych Annual Conference and included in the CWP Big Book of Best Practice.

We are looking forward to continuing to engage with those colleagues during the coming six months on the programme evaluation with Liverpool John Moores University and the opportunities for shared improvement we will generate in partnership. In addition, we are delighted to be generating new collaborations to support professionals working to address complex unmet needs for children and young people in Cheshire and Merseyside.

Thank you very much to all our partners and stakeholders, including Experts by Experience. We are truly grateful for your support.

### Elizabeth – Gateway programme manager

Elizabeth Collins, Gateway Programme Manager, has over 20 years' experience working for the NHS, in academic organisations focussed on health and social care, in addition to third sector organisations concerned with health. Her roles have concerned collaborative improvement across a range of settings including cancer, palliative care, surgery, medicine, public health, research, mental health, and alcohol dependence.

### Hannah Stace – Gateway project support

Hannah Stace, Gateway Programme Support, is a recent graduate, who studied Psychology at Liverpool John Moores University during the pandemic. Hannah will be providing project support for the Gateway Programme, including for Community of Practice events.



Right to left, Dr Fiona Pender, Level Up Strategic Clinical Advisor, Elizabeth Collins, Gateway programme manager  
Hannah Stace, Gateway project support.

# GETTING INVOLVED

## 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."



## NUNG'S EXPERIENCE



Nung is a member of the Level Up Expert by Experience Forum. Nung bravely shares her lived experience journey with us so that we may help other people and inspire change across young people and family's mental health services in Cheshire and Merseyside.

### In Nungs words:

My experience began when I was 9 years-old when I first came to the UK. I went through difficulties during my childhood, but also, I wasn't living with my parents, that's quite usual in Asia. Your parents work somewhere else and leave you with family. Looking back this contributed greatly to my struggles and attachment difficulties.

I really struggled to get through each day. I don't think anyone else knew what was going on. My mental health deteriorated when I got bullied for the colour of my skin and my name.

Even though there was support around me such as school, health professionals the bullying continued through other young people and via social media. It was constant. When you see and hear all those negative comments, after a while you unfortunately start believing them yourself.

My mental health took a turn and I began to feel even worse.

Once one bullying case was resolved a different bully with start. It affected me massively. It was a build up, constantly every day.

Another difficulty was just after being reunited with my mum and dad in the UK, my dad sadly passed away unexpectedly. I was trying to deal with bereavement on top of this. It all started the build up inside. Eventually I felt like I was fizzing about to pop. I feel that's how I would describe my mental health at the time.

As I developed and aged I experienced other difficulties. I was at home alone when we were burgled. This heightened by anxiety and caused severe trauma. I think the trauma was suppressed, I didn't want to deal with it and eventually it was just too much and everything came all at once. I was admitted to Ancora House Hospital an inpatient. I felt this was a short-term solution fix at that time. I then went into care where I got discharged to.

My mental health issues built up over a period of time and it only made me feel more vulnerable and weaker for who I am.

Speaking about it now, I'm in a much stronger place. I'm in a completely a different place to where I was two years ago".

I joined Level Up Forum as an expert to help shape Specialised Mental Health Services for young people and families. I have highlighted my experience with a hope that services listen and learn. I don't want anyone to go through the same struggles that I did. Level Up is a strong voice for young people and families across Cheshire and Merseyside.

Listen to young people. We are the experts. We are the future.

# MEET THE TEAM:

## INTRODUCING HANNAH MILLER, LEVEL UP CASE MANAGER

Hannah Miller, Case manager in Level Up, 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 facilitate 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."

# THANK YOU

## FROM TIM WELCH, CHIEF EXECUTIVE, CHESHIRE & WIRRAL PARTNERSHIP NHS FOUNDATION TRUST

"As we approach the end of another remarkable year, I want to take a moment to extend my deepest gratitude to each and every one of you who has contributed to the immense success of the Lead Provider Collaboratives in 2023. It has been a year filled with progress, innovation, and a shared commitment to improving the lives of the people in our communities.

"Whether you're an Expert by Experience, a professional, or part of our dedicated team, your contributions have made a significant difference.

"In 2023, we reaffirmed our commitment to putting Experts by Experience and shared best practices at the heart of everything we do. This philosophy has not only guided our actions but has also been the driving force behind our continuous improvement and excellence.

"As we look ahead to 2024, I am filled with excitement for the next steps of our journey. We have ambitious plans and a steadfast determination to further enhance the quality of services we provide. We will continue to learn, adapt, and innovate, always with the betterment of our communities in mind."

To stay updated with the latest news and developments within the Lead Provider Collaborative, I encourage you to visit our website at [www.levelupcm.nhs.uk](http://www.levelupcm.nhs.uk). Here, you will find regular updates, resources, and valuable insights for both Experts by Experience and professionals across Cheshire and Merseyside.



## 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 |