

SCHEDULE 2 – THE SERVICES

A. Service Specifications

Ref	Service Specification Title
1	The Dove Service – Counselling Service for Bereavement and Significant Loss for Children and Young People

Service Specification No.	1
Service	The Dove Service – Counselling Service for Bereavement and Significant Loss for Children and Young People
Commissioner Lead	
Provider Lead	
Period	
Date of Review	N/A

1. Population Needs

1.1 National/local context and evidence base

One in ten children aged between 5 and 16 has a clinically diagnosable mental health disorder.

The cross-governmental mental health outcomes strategy 'No Health Without Mental Health' sets out the case for improving mental health and well-being backed by significant evidence of both the level of need and the potential benefit of meeting it.

The Report of the Children and Young People's Health Outcomes Forum – Mental Health Sub-Group sets out 6 high level outcome-based objectives to improve mental health outcomes.

Based on the Child Wellbeing Index, 10% (22100) of children under 16 live in the most deprived 10% of areas nationally: 8,700 in Newcastle North (19%), 7200 in Newcastle Central (16%) 4,400 in Leek and Biddulph (8%) and 1800 in Newcastle South (5%).

Estimated numbers who may experience mental health problems requiring a response from CAMHS are:

	Estimated number under 16
Tier 1 (15%)	5106
Tier 2 (7.5)	2553
Tier 3 (1.85)	630
Tier 4 (0.47)	160
Total	8449

2. Outcomes

2.1 NHS Outcomes Framework Domains & Indicators

Domain 1	Preventing people from dying prematurely	
Domain 2	Enhancing quality of life for people with long-term conditions	✓
Domain 3	Helping people to recover from episodes of ill-health or following injury	✓
Domain 4	Ensuring people have a positive experience of care	✓
Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	✓

2.2 Local defined outcomes

The key service outcomes for the Service are:

- Improved accesses to counselling services.
- Improved speed of access and response to counselling treatment.
- Improved emotional wellbeing of Children and Young People (C&YP) with common mental health problems associated with grief, preventing escalation to more serious mental health issues.
- To promote and develop best practice in counselling with C&YP ensuring service users are safe, and their needs addressed.
- Enabling C&YP to understand and address the causes of their grief.
- Empowering C&YP to improve their resilience and ability to control the symptoms of their grief in ways which are appropriate to their age and ability.
- Improving the experience of C&YP and their carers.

3. Scope

3.1 Aims and objectives of service

The overall aim of the Service is to provide a timely, appropriate and responsive counselling service to C&YP in North Staffordshire and Stoke on Trent who are affected by bereavement and/or significant loss, such as a long term or life changing illness, and as a result are vulnerable and experiencing mental distress.

The Service shall provide counselling sessions and support services, including telephone support for C&YP in Stoke on Trent and North Staffordshire who are affected by bereavement and significant loss. The service will ensure that counselling for each service user takes place in a supportive and conducive environment, in order to encourage the service users to talk freely about their concerns and to express their feelings and emotions to staff.

The Service shall deliver a high quality, patient centred service that enables C&YP experiencing common mental health problems, because of a bereavement and/or significant loss, to improve their well-being and functionality, thereby reducing the need for specialist services.

The service will ensure that any new disclosures of abuse and the identification of victims and perpetrator's is properly reported for investigation and action under the appropriate child protection procedures.

3.2 Service description/care pathway

The Service shall be a community-based service that provides counselling and support to C&YP affected by bereavement and/or life-changing or limiting illness and/or significant loss and who are experiencing common mental health issues.

The Service shall be accessible, flexible and innovative in addressing the needs of the C&YP accessing the Service and shall offer resources and interventions in line with the THRIVE framework, the BACP Ethical Framework for the Counselling Professions, age appropriate mental health legislation, NICE guidance and current evidence based best practice.

The Service is a part of the Healthy Minds Network established in Stoke on Trent. This is a network of organisations that provide an integrated and complementary range of mental health services for common mental health disorders. The Service Provider shall work in a collaborative way with all members of the Network ensuring that C&YP experience seamless and timely access to services through efficient referral and supported signposting pathways within the Network.

After an initial assessment is undertaken, the Service shall provide counselling sessions, as one-to-one, families, part families or small groups.

In addition, the service shall:

- Provide telephone support and advice to C&YP, their carers or the professionals working with them (as appropriate).
- Attend any Child In Need, Child Protection or Early Help Assessment meetings or conferences as appropriate.
- Ensure that there is appropriate referral and signposting support to access community based and voluntary sector mental health services (Please see organisational list attached below).
- Ensure that the best outcome is achieved for C&YP accessing the Service, collating and demonstrating outcomes as required.

3.3 Population covered

The Service is available to individuals who are experiencing complex grief or mild to moderate mental distress or ill health as a result of bereavement and significant loss.

The service will be available to young people under the age of 18 who are registered with a GP in Stoke-on-Trent or North Staffordshire and residents living in Northern Staffordshire who are not registered with a GP.

The service will be accessible to people with learning and physical disabilities who meet the access criteria. The service will be expected to develop links with other services to ensure that there are sufficient skills and knowledge within the workforce to enable people to engage with the service.

The service must also ensure that it is accessible to and capable of meeting the need of C&YP from black and minority ethnic communities in ways which are culturally appropriate.

The service shall operate an open referral system and shall therefore provide access to the services to the children and young people /Family who are:

- Self-referred (children and young people /Family).
- Referred by professional/ agency e.g. School Nurse, Education Welfare Officer, Social Services, Youth Offending Team, other voluntary sector providers.

The Service provider shall be expected to provide referral guidance to ensure that referrals are appropriate and managed in a timely manner and in accordance with national and local maximum waiting time targets.

3.4 Any acceptance and exclusion criteria and thresholds

C&YP requiring counselling for reasons other than bereavement and significant loss shall not be accepted into the Service.

The Service does not generally provide support to people with severe and enduring conditions, psychoses, or for those at a high level of risk of suicide, self-harm or harm to others. A risk assessment shall be carried out as part of the initial assessment process. Where the Service considers that the person has either a level of risk or mental health needs that cannot safely be managed within the Service they shall signpost and support the individual to access more specialist mental health services through the local Children and Adolescent Mental Health service (CAHMS).

3.5 Treatment and discharge

The service will undertake a face to face assessment with the young person within 7 days of receiving the referral to confirm the young person understands and accepts the service.

Within 4-6 weeks of the initial referral, the young person shall receive regular weekly face-to-face counselling sessions and shall be offered a choice of when and where their treatment will occur.

When a young person's wait is longer than 4 weeks to commence treatment, the Service shall contact the young person and offer alternatives solutions (for example, self-help, other relevant services).

The course of counselling sessions shall initially be for a maximum of 6 weeks. At the fourth or fifth session, the young person's progress shall be reviewed. If both parties agree, the young person shall either be discharged or offered up to a further 6 sessions. At that time, where further support needs are identified, the Service Manager and counsellor shall review the young person's case and appropriate support shall be agreed.

3.6 Hours and Location(s) of service delivery

The Service shall be available at The Dove Service head office as well as in a number of locations across the City. The Provider shall make access to the Service available as widely as possible, in a range of non-stigmatising community locations, including GP practices, health centres and other primary care facilities, together with any other community facilities where these are appropriate.

The core hours for the Service are:

Monday	9:00-17:00
Tuesday	9:00-20:00
Wednesday	9:00-20:00
Thursday	9:00-19:00
Friday	9:00-16:00

Service Users and referrers shall be able to contact the Service by telephone or in person during these hours. Outside office hours, an answer phone message shall provide information including the contact number for the Samaritans and Out of Hours support.

The Service is not intended to be a crisis response service, therefore 24-hour cover, 7 days per week, is not required. The Service should, however, provide information to C&YP using the Service and their carer(s) where appropriate (including contact details and telephone numbers) on what to do and how to access support in the event of a crisis.

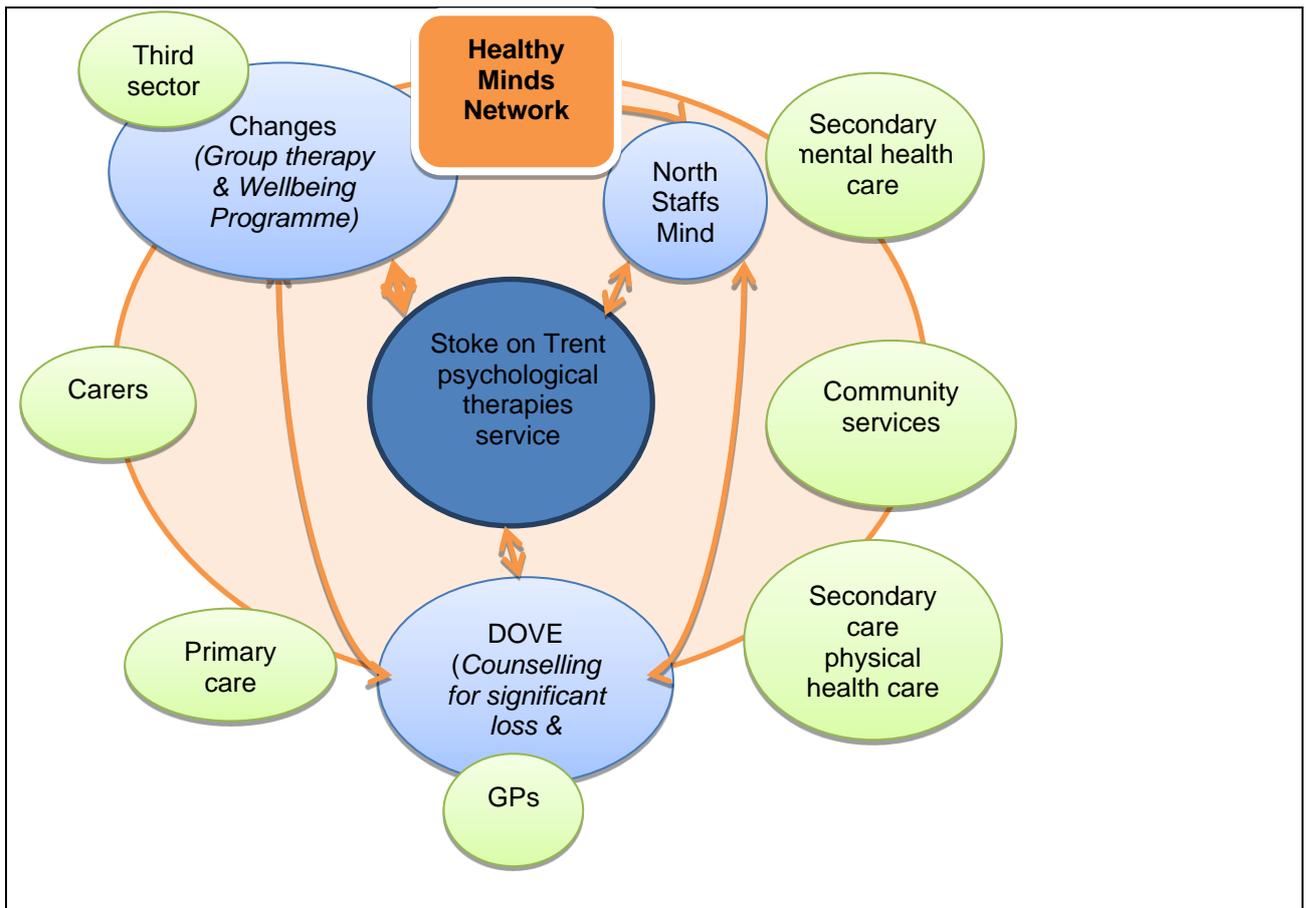
3.7 Performance Monitoring

The Provider will be required to submit the Quarterly monitoring report to the Commissioners by the 10th day following the end of the quarter. The Provider will then be required to meet with the Commissioner within 4 weeks of submitting the report to discuss performance against the Service Specification.

3.8 Interdependence with other services/providers

As part of the Healthy Minds Network (see Figure below), it is imperative that the Service forms collaborative relationships with organisations within this Network to maximise efficiency and improve integrated working. The Service shall facilitate referring / supported signposting of C&YP within the Network ensuring they receive seamless and timely support.

The Service shall build strong working relationships with key service providers such as mental health services as well as Safeguarding, GPs, Schools, primary care services, support agencies and other voluntary sector organisations.



4. Applicable Service Standards

4.1 Applicable national standards (eg NICE)

The Service shall comply with relevant national standards of best practice in mental health and counselling provisions and make onward referrals as appropriate to assess need.

<http://www.nice.org.uk/guidance/qualitystandards/qualitystandards.jsp>

4.2 Applicable standards set out in Guidance and/or issued by a competent body (eg Royal Colleges)

Both paid staff and volunteers will have appropriate training and skills in accordance with British Association of Counselling and Psychotherapy (BACP) guidelines.

Appropriate recruitment policies will be followed at all times in the selection and recruitment of staff and volunteers. The organisation will have sole responsibility for recruitment.

Both paid staff and volunteers Counsellors will receive expert supervision in accordance with BACP guidelines.

4.3 Applicable local standards

The Provider shall ensure appropriate policies are in place in line with current health and safety and risk management guidance together with appropriate mechanisms to record, audit and monitor feedback on service provision and actions taken to resolve issues.

The Provider shall work in accordance with the local Staffordshire and Stoke on Trent Safeguarding Policy and procedures. The Provider shall ensure that they have a child protection policy that has been checked and approved by the local Staffordshire and Stoke on Trent Children's Safeguarding Board.

The Provider shall ensure that all staff receive training relating to Adult Protection, safeguarding and vulnerable adults and children (everyone has a minimum of level one safeguarding children).

5. Applicable quality requirements

5.1 Applicable Quality Requirements

Both paid staff and volunteers will be made aware of the need for confidentiality relating to service users and the client's right to confidentiality will be made explicit and respected at all times and will be in accordance with data protection legislation.

Any information held in computerised information systems will be held in accordance with data protection legislation.

The views of service users and referrers to the service will be sought and taken into account to assist in ensuring that high quality, responsive services and facilities are provided at all times.

The organisation will have in place a complaints system which complies with current legislation.

All personnel recruited to the organisation should undergo the necessary checks conducted by the Disclosure and Barring Service (DBS).

6. Location of Provider Premises

The Provider's Premises are located at:

Head Quarters and main office:
The Dudson Centre,
Hope Street,
Hanley,
Stoke on Trent.
ST1 5DD