



i-THRIVE Academy

Getting Advice: Assessment and Signposting

The i-THRIVE Academy is funded by Health Education England and delivered by the i-THRIVE Partnership.

Four learning and development modules were piloted across three sites in March and April 2017.

This is a brief overview of the 'Getting Advice: Assessment and Signposting' i-THRIVE Academy module.



1.1 Content of the Getting Advice: Assessment and Signposting module

The THRIVE framework (Wolpert et al., 2016) encourages the promotion of resilience, to build the ability of a community to prevent, support and intervene successfully in mental health issues. Health input for children, young people and families whose needs are best described by the 'Getting Advice' THRIVE needs-based group should involve some of the most experienced workforce, bringing their expertise to inform shared decision making about whose needs can be met by this approach and how best to help them.

To support sites wanting to work in a THRIVE-like way this training addresses:

- How to consider which THRIVE group may be most appropriate and to collaboratively explore and decide on options
- How to share a common language across sectors and with children and young people
- How to support self-management when this is the agreed approach
- How to keep up to date with what is available locally

Delivered by: Dr Ann York, Child and Adolescent Psychiatrist and co-founder of the Choice and Partnership Approach (CAPA), and the Child Outcomes Research Consortium (CORC).

Content was developed by Professor Miranda Wolpert MBE and Dr Ann York.

THRIVE Elaborated Second Edition can be downloaded here: [THRIVE Elaborated \(Second Edition\)](#)

1.2 Feedback from module participants

This module focussed on **collaboratively exploring choices with children, young people and their families**. Professionals from across the system had the opportunity to think about what we mean by 'getting advice and signposting' and to consider how they might approach delivery.

Representatives from across the community of providers identified themselves as already supporting signposting and self-management. Despite this, it was also highlighted that while some wider system colleagues gave advice **they felt they could benefit from additional support from their colleagues in CAMHS to boost their confidence**.

The training introduced tools and mechanisms that could be used by services to enable this such as the 'Youth Wellbeing Directory', i-THRIVE grids and the CASCADE framework. Key take home messages were an aspiration for a **cross-agency approach** where there is a **common language** about both difficulties and the options for help across a local area and a shared understanding about **not assuming that more service provision is always better**. Participants agreed that signposting process should start with the help that is closest to the person helping themselves, and most likely to build on their strengths and increase their independence. Finally, it was agreed that **services should strive to collaborate** to facilitate shared decision making to ensure what is provided is relevant to the needs of that individual or family.

92% of respondents stated that the module met their expectations.



Relevance to current practice

Participants felt that the module was very relevant to their current practice and that the majority of the information presented was new to them:

<p>How relevant was this session to your current practice? (1-5)</p> <p>4.42</p>

<p>How much of the information presented was new to you? (1-5)</p> <p>3.56</p>

Confidence in delivering needs based care in line with THRIVE

Participants were asked to rate their confidence (1-5) in knowing how to support families in the getting advice and signposting needs group, in explaining to others about how to support those families and in their knowledge of the THRIVE framework before the training began. At the end of the module they then rated their confidence (1-5) against the same measures. This enabled us to identify the initial impact of the module by comparing the pre and post module ratings. An overview of those ratings are below:

	Pre-Module		Post Module
How confident do you feel in knowing how to support families in the getting advice and signposting needs group?	2.74	➔	3.63
How confident do you feel in explaining how to support families in the getting advice and signposting needs group to a third party?	2.55	➔	3.79
How would you rate your knowledge of the THRIVE framework?	2.67	➔	3.56

How did participants plan to take the learning back to their organisations?

The most common method for taking learning from the module back to the participant's organisation were:

- Sharing information with teams and colleagues (50% of answers given)
- Feeding the information up to management (13%)
- Changing individual practice to begin delivering choice appointments (8%)
- Linking to more agencies and influencing better joined up practice/shared language (5%)
- Thinking further about how advice and signposting could work in practice (5%)

What did participants think worked well in the module?

The most common responses that participants gave when asked what worked well in the module were:

- Discussions and sharing of information and ideas (31%)
- Balance of discussion/presentations/breaks etc (14%)
- Space to think (12%)
- The choice appointment video (12%)
- Networking and making new links with other agencies (10%)

What was the most meaningful information that participants took away from the module?

There were a range of points raised by participants. Below are some of the stand out comments:

- “Progress is still possible”
- “This is absolutely necessary as it means helping young people more holistically”
- “Being much more collaborative with young people and their families in the first appointment instead of assuming the referrer’s perception of the presenting problem is right”
- “Importance and challenge of multi-agency work”

What outstanding questions did participants have?

Key questions that were raised after completion of the module were:

- Is there a signposting/advice template that another service is using that teams could adopt without having to invent one?
- Is there an inadvertent bias within advice and signposting and shared decision making that has a potential risk of favouring service users who are more verbal and already socialised to getting help to receive CAMHS support and those that are not signposted into non CAMHS services?
- How will this be embedded in the reality of very big caseloads, competing demands and time pressures?

1.3 Reach and impact of the Getting Advice: Assessment and Signposting module

Breakdown of participants by sector

The participants were from a range of organisations, representing the whole of the system of support for children and young people’s mental health. Working with the system as a whole is key to the delivery of a whole system transformation of child and adolescent mental health services as set out in THRIVE and i-THRIVE.

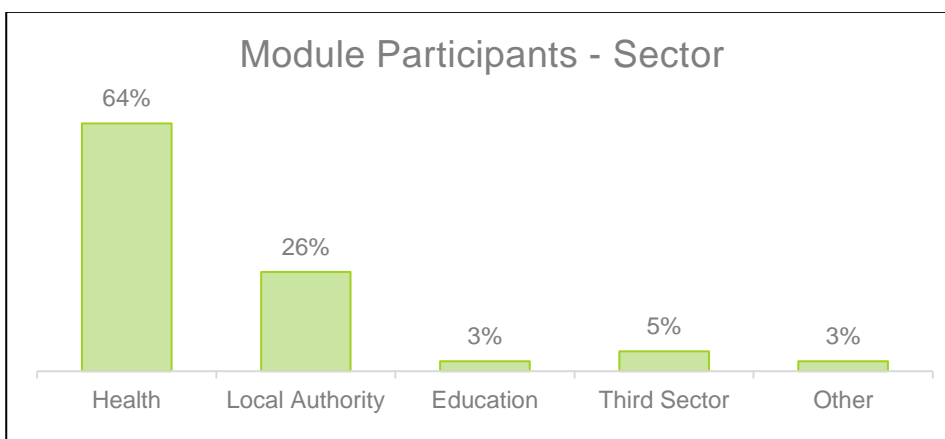


Figure 1: Getting Advice: Assessment and Signposting participants by sector

Breakdown of participants by role

The role of the professionals attending the modules also varied; from commissioners and senior leaders to clinicians, youth workers and school nurses. Just over half of all participants (56%) were clinicians working with children and young people on a daily basis.

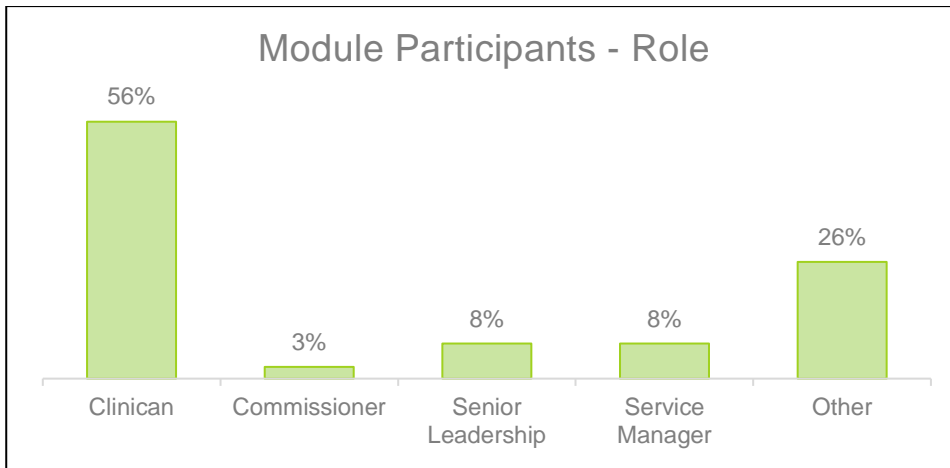


Figure 2: Getting Advice: Assessment and Signposting participants by role

i-THRIVE advocates transformation of services at three distinct levels within a system: the macro, meso and micro levels:

- The **macro** level relates to population health improvement, how agencies work together and the commissioning of services.
- The **meso** level is the five needs based groups of children and young people (set out in the THRIVE framework) and the services that support them.
- The **micro** level relates to interactions between professionals and children, young people and their families, and also interactions between professionals.

It was therefore extremely valuable to have such a wide range of professionals from across different agencies in the system and across the macro, meso and micro levels of the system in attendance discussing the key principles of working in a THRIVE-like way.

If you are interested in hosting an i-THRIVE Academy module in your local area please contact ilse.lee@annafreud.org for further information.