Round 1 professional questionnaire (online)

We would like to understand what a good community based service to promote CYP mental health and wellbeing looks like. This questionnaire is designed to gather professional’s opinions about what the component parts of this model should be, how they should be configured and to who they should be delivered in order to:

1) Prevent as many children as possible from experiencing mental health difficulties in the first place 2) Ensure those who do receive the right type of support as quickly as possible.

Please give as much detail as you can for each question. The information that you provide will be used to develop a second questionnaire that will be used to rate panellists agreement with all of the ideas collected during this first round of the study. Your responses will not be linked to your name or to your personal role.

Identification and information

How can children’s mental health difficulties are identified early?

What practical measures can be taken to ensure that children, young people and parents have good access to information about mental health and emotional well-being and the services available to support them?

Purpose

What is your vision of a community based service?

What types of activity (promotion, prevention, early intervention, treatment) should be delivered though a community based service?

Target group

Which children and young people should a community based service work with (e.g. type and severity of difficulty, age range)?

Are there children and young people who should not be supported by a community based service? Why? What would the role of the service be in helping them to access more appropriate support?

Access

How should children/young people and their families be able to access a community based service?

Activities

What activities should a community based service undertake to promote mental health and wellbeing?
What type of support or interventions should be offered through a community based service to children showing the first signs of mental health difficulties?

What types of support or interventions should be offered through a community based service to children who are experiencing a significant mental health problem?

What services if any should be offered specifically to parents of children receiving support for mental health problems?

**Co-ordination**

What would help professionals from different sectors work together to deliver comprehensive mental health support to children, young people and families? (e.g. policies/agreements, shared processes or practical arrangements such as joint meetings or co-location)

**Outcomes**

Are there common outcomes that could be assessed by any professional or agency delivering support or intervention to a child, young person or family?

What information should be collected in order to judge the quality of the service that a child or young person has received?

**Final views**

In your opinion what is the single change that could make the biggest difference to mental health provision for children and young people in the region?

In your opinion what is working well in the region and should be integrated into any future response or service?

Finally, we are attempting to get a better picture of the support and interventions that the voluntary sector provides. Please list any services which contribute to supporting the mental health and wellbeing of children and young people (even if this is not a core aim of their service)
Opening explanation

We are talking to parents and children to understand how in Cambridgeshire we can better support children’s mental health and emotional wellbeing. We are particularly interested in understanding your ideas about the support and services that children and families need to prevent children from experiencing difficulties in the first place, and if they do to ensure that they get right kind of help as quickly as possible.

During this interview I will ask you about specific things that parents and children say are important for improving the support that children get. It would be helpful to hear what you think about the specific issues, or anything else that comes to mind whilst you are talking. There are no right or wrong ideas; we are just looking for your opinion.

The interview is divided into two parts.

We first start clarifying some terminology. Then we are interested in listening to your story

In the second part of the interview we would like to focus on any positive outcomes of your child’s journey, and on how you would imagine to see services develop in the future and change implemented.

Setting the scene, questions for all parents

Life can sometimes be stressful or upsetting for children and young people. Although they will mostly be able to cope with, and get over the impact of stressful life events, sometimes this is not the case. In your view as a parent, when does a normal response to a negative event start to become a problem?

We are interested in the terms that are used in this area of service provision and what they might mean to you.

What does mental health mean to you?

- Prompt with everyday examples if parent thinks of high end disorder

What does emotional wellbeing mean to you?

- Is this different to mental health? How?
- Do you think that one is more important than the other? Why?

Part A: questions for parents with experience of a child’s mental health issue

Can you tell me a bit about your child e.g. Have you ever been worried about your child’s mental health or emotional well-being?
If yes… | If no
---|---
- Can you give me some details
- When did this happen
- How old was your child
- Did it have any effects on daily life?
- Were there circumstances that you think contributed or caused your child’s difficulty

Go to part C

How did you first recognise that your child was experiencing difficulties?
- Looking back were there earlier signs of a problem?
- What might have helped you or someone else spot a problem earlier?/what helped you to spot the problem in its early stages?
- What do parents need to help them understand the early signs and symptoms of mental ill health?

Did you seek help for your child? Or did your child seek help for themselves?

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<th>Yes</th>
<th>No</th>
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| - From where?  
- How did you know where to get support?  
- Did you feel that you had enough information to know where to get help from?  
- What additional information would have been helpful?  
- Where is the best place to access information about services on offer? | Did you get any informal support (friends/family)?  
- Was this helpful or unhelpful  
- Did you feel like you needed anything  
- What kind of help would have been useful else? |

Did you know how to get his type of support?  
- If no, What would have been a good way to let you know about helpful services  
- What would have been the best way for you to access this support

How did you access the service/support (referral route)?
- Was it easy of difficult?
- Would you have preferred to go through a different route?
- In general what is the best route for parents of children to access support

What kind of support did you access?
- Did it feel like the right kind of support?  
- Did it improve things? How?  
- How did you judge whether it was making a difference?  
- Was there anything else that you needed?  
- What was the single thing that made the
What did you learn from this experience?
- Would you have done anything differently?

What did you learn from this experience?
- Would you have done anything differently?

What kind of things can we do to help to prevent children from experiencing difficulties in the first place?
- Who is best placed to deliver this support

What kind support is best for children who are showing the early signs of problems?
- Who is best placed to deliver this support?
- Where should the support be delivered?
- How should you be able to access this type of support?
- How would we know if it was working?

What kind support is best for children with more serious problems?
- Who is best placed to deliver this support?
- Where should the support be delivered?
- How should you be able to access this type of support?
- How would we know if it was working?

If there was a single service that did provided all of this support, what would it look like?
- Location, access routes, opening hours, physical space, people
- What impact would it have on your life?

Part b
Identifying strength of current services. What went well

Tell me about those moments when you experienced high quality of care. In your child’s journey, was there anything that worked particularly well, what was a good outcome?
- What were the most important factors that have contributed to this positive experience? E.g. who was involved, who put you in contact with this service/group of professionals?

Were you involved in the process?

Why did you experience these moments as high quality

Who was engaged? What was your contribution and what was the contribution of others (family, professionals, friends)?

Which services were engaged?
Excellence of future care: What might be

Suppose one night a miracle occurred and everything is in place to make the quality of your life/your children’s quality life better. What would this miracle be? What would be the contributing factors? How is your life/your children’s life organised? Who is engaged? What do you do yourself? Are there any services engaged? What knowledge do they have?

How can other people see that your quality of life is good? What would you define as a good outcome?

(Interviewee could refer to factors identified in the ‘What went well’ question; these can be used as prompts)

Developing and Implementing: What Changes should be in place?

What impact these changes would have on your life?

Would you like to be involved in making those changes happen? If so, how?

Part C: questions for parents without direct experience of their child’s mental health issue

What kinds of things help your child stay in good emotional health?
- Family, friends, key adults, activities, interests

Do you feel confident that you would be able to spot the early signs of a mental health problem in your child?
- What could help parents recognise the signs earlier?
- What could help those working with children to recognise the signs earlier?
- How would you feel if someone raised a concern about your child’s mental health with you

Would you know what support was available if you were worried about your child’s emotional health?
- How could we make information more readily available?

What kind support would you want if your child was showing the early signs of problems?
- Who is best placed to deliver this support?
- Where should the support be delivered?
- How should you be able to access this type of support?
- What is a good outcome for children accessing this kind of support?

What kind support would you want if your child had a more serious problem?
- Who is best placed to deliver this support?
- Where should the support be delivered?
- How should you be able to access this type of support?
- What is a good outcome for children accessing this kind of support?
If there was a single service that did provided all of this support, what would it look like?
Child and young person interview schedule

Opening explanation

We are talking to children so that we can understand how we can help children to have good emotional health. We are especially interested in knowing what kinds of things keep children feeling healthy and happy, and what kind of help children need when they have emotional health problems.

During this interview I will ask you about specific things that parents and children say are important for improving the support that children get. It would be helpful to hear what you think about the specific issues, or anything else that comes to mind whilst you are talking. There are no right or wrong ideas; we are just looking for your opinion.

Section A Setting the scene, questions for all children

What does emotional health mean to you?

- How do you know about emotional health/where do you get your information
- Prompt about feeling angry, sad or scared if a child uses a stereotyped view of mental health
- Lots of children feel angry, sad or scared. When do these normal feelings become problems?

Would you be able to spot the signs of an emotional problem in a friend?

- What would those be?
- How could we help children and young people recognise the signs of emotional health problems as soon as possible?
- How could we make sure that children knew what to do if they or someone else was experiencing a problem?

Do you think that parents and professionals are good at spotting if someone is having a problem and knowing how to help?

- How could we help them to be better at spotting the signs
- How could we make sure that they knew what to do?

Would you feel ok to say if you were experiencing an emotional health problem?

- If no, why not?
- If yes, what helps people to feel ok about asking for help?

Have you or your parent had any worries about your emotional health?

<table>
<thead>
<tr>
<th>If yes</th>
<th>If no</th>
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<tbody>
<tr>
<td>• Is this happening now?</td>
<td>Go to section c</td>
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<tr>
<td>• When was this/how old were you?</td>
<td></td>
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<tr>
<td>• Do you still experience problems?</td>
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<td>• What happened?</td>
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<td>• How did you feel?</td>
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<td>• Was there anything that caused it?</td>
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Did you know what was happening to you?  
Who did you tell?

Part B: Questions for children and young people with personal experience of a mental health issue

Did you get any support to help from other people to improve your emotional health?

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<thead>
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<th>No</th>
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| • Can you tell me about the help you got?  
• Had you heard of x before you went there?  
• How easy or difficult was it to get the help?  
• How did you feel about going to x?  
• What did you think it would be like?  
• What was it actually like? | • Did you get any help from friends, family, teachers?  
• Was this helpful or unhelpful  
• Did you feel like you needed anything else?  
• What kind of help would have been useful else? |

If no help from others

• Did anything stop you from getting help?  
• Did you do things to help yourself feel better?  
• What were they?  
• What kind of help would have been useful else?

What did you think about the help you got?

• What was the best thing about it?  
• What was the worst thing?

Did it help you to feel better?

• Did it feel like the right kind of help for you?  
• Did you need any other help afterwards?

What kind of things would have stopped you from experiencing emotional health problems in the first place?

What kind of help is best for children who are showing the early signs of a problem?

• Who could give this type of help?  
• Where would you feel ok going to get this kind of help?  
• How would we know if it was working?

What kind support is best for children with more serious problems?

• Who could give this type of help?  
• Where would you feel ok going to get this kind of help?
How would we know if it was working?

What advice would you give to people who were thinking about developing a service to help children with their emotional health?

- Where would it be?
- What would it look like?

Section C questions for children and young people without direct experience of a mental health issue

Everyone has things that go wrong in their lives from time to time. How can we make sure that children feel confident to deal with these everyday issues without it affecting their emotional health?

What kind of help is best for children who are showing the early signs of a problem?

- Who could give this type of help?
- Where would you feel ok going to get this kind of help?
- How would we know if it was working?

What kind support is best for children with more serious problems?

- Who could give this type of help?
- Where would you feel ok going to get this kind of help?
- How would we know if it was working?

What advice would you give to people who were thinking about developing a service to help children with their emotional health?

- Where would it be?
- What would it look like?