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# Children to Adult Mental Health Transition Research 'The Young People's Voice'

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I would also like to thank the following youth organisations for their support to spread the word and ensure that young people have their voices heard:

- All Wales Youth Participation Workers Network
- Barnardo's
- Black, Asian and Minority Ethnic and Mental Health Board
- Blaenau Gwent Youth Service
- Children in Wales
- Conwy Youth Service
- Mind Cymru
- Newport Mind Young Ambassador's Group and Sarah Henderson
- NYAS
- Powys Youth Service
- Principle Youth Officers Group,
- TGP Cymru
- Torfaen Youth Service
- Voices From Care
- Wolfson Research Youth Group
- Wrexham Youth Service and Info shop

## Summary

In January 2022 TGP Cymru were contracted by the Welsh Government to research the experiences of young people transitioning from children to adult Mental Health Services. This included all the young people that were in the transition process, those who had transitioned and those young people that have tried to move on to adult services but had not met the mental health criteria of severity or condition.

There have been many research papers published about the issues that young people encounter while transitioning from children to adult mental health services, but this is a report that tells their story in their own words. It recounts the issues they faced, but also what they would like to see happen to help this process be more effective in helping young people move forward.

The priority issues in this Report were captured through a bilingual online survey, questionnaires, face-to-face and virtual group work to understand and establish what transition support solutions they would value.

The Welsh Parliament Children, Young People and Education Committee 'Mind over matter: Two years On' October 2020' (2020:45) recommended that:

"We (therefore) welcome the work that has been undertaken to create transition guidance. Given the vulnerability of many young people as they transition from child to adult services, we believe that the final guidance needs to be made available and implemented as a matter of priority. We also believe that consistency should exist across Wales in terms of the age or stage at which young people transition from one service to another."

The Welsh Government transitions guidance was published just before we carried out this research in February 2022 and the young people's version was used with the young people taking part to reflect upon their own experiences against the standards set.

Most of the young people told us that they did not feel as if they had control over their transition process. Many had not had a named support worker and none of them had chosen that person, they did not have a transition plan and most of the young people had not even seen their care plan. When they were asked about their positive experiences most found it difficult to come up with any, although they had lots of recommendations about what could be improved. The idea of a young person's passport was welcomed, although they preferred the shorter England NHS version to the suggested Welsh Government transitions and handover plan in annex 4 of the guidance (2022:33-46). The young people were also shown the 'Digibete app', an app designed for young people with diabetes and they thought this would be a great idea for managing their symptoms as well as their appointments. Young people are incredibly invested in ensuring that future transition experiences are more supportive and inclusive for the individuals going through it.

<sup>1</sup> [cr-ld13568-e.pdf \(senedd.wales\)](#) [cyp-info-passport-yp-example.pdf \(england.nhs.uk\)](#)

<sup>2</sup> [Transition and handover from children's to adult health services | GOV.WALES](#)

<sup>3</sup> [cyp-info-passport-yp-example.pdf \(england.nhs.uk\)](#)



## Background to TGP Cymru and the Research Survey

TGP Cymru is a leading independent Welsh charity working with some of the most vulnerable and marginalised children, young people and families in Wales. We provide independent and confidential support through advocacy, participation, family group meetings, restorative approaches and conflict resolution. We work to give children, young people and families a voice, to have a say in their future and ensure that their rights are upheld.

TGP Cymru is made up of 12 services that are spread across Wales. Mid and West Wales Advocacy, North Wales Advocacy, Cwm Taf Morgannwg Advocacy, Travelling Ahead for Gypsy, Roma or Traveller communities, Young Asylum Seekers and Refugees Programme, Team around the Tenancy service for young people aged 18-25 who are having difficulties in relation to their accommodation/tenancy, Restorative Approaches Veterans and Families service, a Restorative Approaches Family Group Meeting Service for families experiencing conflict and needing support to find solutions, Parental Advocacy and Communication Passports in Anglesey and Gwynedd for children and young people with disabilities. We also have a new pilot project in Newport, Sgiliau, offering a skill building programme for young people aged 16-25 not in education, employment or training.

This research would not have been possible without the cooperation of statutory and charitable youth organisations across Wales and I hope I have remembered everyone in the acknowledgements. Together we have been able to reach out to the young people of Wales and ask them to share their experiences and voice their concerns and opportunities for improvement. We were able to have

a face-to-face workshop with a group from Conwy youth service and a virtual workshop with the Mind young ambassador group in Newport. Young people were also encouraged to voice their experiences through any medium they felt comfortable with, including a text questionnaire.

A TGP Cymru 'Youth Group' were consulted about the questions we wanted to ask young people and how they should be framed and presented. Once we had a framework, TGP Cymru presented the workshop and survey ideas to the young people's group from Wolfson Research who suggested changes to make the wording and structure more user friendly.

Throughout May 2022 TGP Cymru ran the questionnaire, workshops and bi-lingual online survey, all containing the same enquiry questions for consistency. From this TGP Cymru wanted to discover the experiences of young people through their CAMHS (Children and Adolescent Mental Health Services) support and beyond and to look at tools that could be used to make the transition to AMHS (Adult Mental Health Services) a more positive experience, based on the individual. As a young person told me, "Even making small differences could be a significant improvement".

Once young people had voiced their thoughts and feelings about the transition process they were asked if they wanted to be informed about the outcomes of the research and what happens next. A small group of young people were interested and would also like the opportunity to follow up with the recommendations of this report to ensure that, this time, something changes.

<sup>4</sup> [www.digibete.oqrg/digibete-app/](http://www.digibete.oqrg/digibete-app/)

## Rationale for the Research Survey

Several studies have been carried out in Wales and England to gain insights into the issues that young people face when they transition from CAMHS to AMHS, and most have come up with the same recommendations. The result of these recommendations in Wales have been gathered and investigated and the original Together for Children and Young People programme (T4CYP) is published in 2015,

***“T4CYP is a multi-agency, multi- professional programme aimed at improving the emotional and mental health services provided for children and young people (CYP) in Wales”.*** With the aims to ,

- provide strategic leadership, direction and support to ensure that high quality services can be delivered;
- make sure that real change is delivered at pace across Wales;
- make sure that emotional and mental health services for children and young people are delivered in line with the principles of prudent healthcare.

In 2018 the National Assembly for Wales Children, Young People and Education Committee reported in the Mind Over Matter’ inquiry that several recommendations needed to take place to, ***“deliver the step change that is needed to build a population of emotionally resilient and mentally healthy children and young people in Wales.”*** (2018:09). This report commented that the T4CYP programme had stated that policies for transition were in place but, ***“The T4CYP Programme acknowledged that more work was needed in this area to embed the “Good Transition” guidance and “young person’s transition passport” it had produced in conjunction with Barnardo’s”*** (2018:103). It also stated that, ***“Written evidence from service users illustrated that poor service transition can lead to disengagement, despite***

***continued need”*** (2018:204) and ***“Nevertheless, guidance is only as good as its implementation, and it is clear from the evidence we received that implementation remains poor in many areas of Wales. Given the particular vulnerabilities highlighted for this age group – with higher rates of suicide being the most worrying of all – this needs to be addressed as a matter of priority”*** (2018:105).

In the Welsh Parliament Children, Young People and Education Committee’s report ‘Mind over Matter: 2 years on’ in 2020 it commented about the transitions process that, ***“People told us that the way the current system is structured means that there is no continuity for the young person involved, and that struggling young people can feel abandoned at this point.”*** (2020:42) The report made recommendations that even though they welcomed the transition guidance, ***“Our August 2019 follow-up recommendation on transitions urged the Welsh Government to consider all options for improving transitions, including exploring the extension of CAMHS up to the age of 25.”*** (2020:45).

During this research we used the young person’s version of the Welsh Government Transition and Handover Guidance from children to adult health services 2022 overview leaflet to assess whether the transition guidance was being followed. The transitions guidance outlines that at 13 years planning should start, a named support worker of your choosing would help with the transition and that a handover and transitions plan (young people’s passport) would be developed so you did not have to keep repeating details of your history. We also looked at an app that had been identified to support young people with mental health issues and asked the young people what they thought would or has worked for them.

<sup>7</sup> cr-ld13568-e.pdf (senedd.wales)

<sup>8</sup> Moving from children’s to adult healthcare services (gov.wales)

## Data analysis and Ethics

TGP Cymru met with youth organisations from across Wales and asked if they had any young people that would be willing to attend a workshop or complete a questionnaire or survey. Young people were then invited by their youth organisation workers to be a part of the research in whichever way they felt comfortable. They could even submit a drawing, poem, or email/text to voice their experiences and all resources were available bilingually, the survey also had opportunity for additional comments from young people to expand on how they felt. There were also paper copies for young people who needed someone to talk through the survey with them and for those who needed additional translators. We posted the survey link bilingually on TGP Cymru social media pages, with a QR code, to try and get to any young people not in youth organisations at the moment. Other organisations also shared this post to widen the reach.

It was explained at invitation stage, and at the beginning of the survey, that all participation was voluntary and anonymous. It was also the choice of the responder which questions they chose to answer. Young people from all the TGP Cymru projects were also invited to be a member of the initial 'Youth Group' and 3 young people took up the offer to aid the beginning stages of the survey formation. The Wolfson research youth group were also consulted when the inquiry material was completed to suggest alternative text and formats to make the research questions more accessible to all young people.

All comments included in this report have been reproduced as initially written by the young people and are only identified by their gender, age and area they live, if specified, to respect confidentiality. Any names mentioned have been taken out of the report to sustain anonymity.

## Research Overview

This research study was initiated to hear the experiences of young people transitioning from children to adults Mental Health Services. The questions asked were:

1. Please tell us about your positive experiences of being supported by CAMHS and/or AMHS e.g. support from workers, any specific resources used, different ways of working etc.
2. Please tell us about anything you think could be improved e.g. support from workers, any specific resources used, different ways of working etc.
3. Please look at the link below about what should happen when a child transitions to adult services and comment on whether it reflects your own experience e.g. having a named worker and a transition plan
4. Is there anything else you can identify that is missing?
5. Please look at the link below – is this the care and treatment plan you have used? and do you think it is fit for purpose
6. The link below shows an example of a 'Young Person's Passport' – A document that holds all the relevant information about you that you can use with professionals, so you don't have to keep retelling your story? Please comment on whether you think this is a good resource to use.
7. Do you think an app, like the one in the link below, would be useful and would you use it? This is the app that's used to help young people manage their diabetes. It holds all the information the young person needs as well as resources and information.
8. What else would be popular for young people to help support their own mental resilience e.g. e-learning workshops, online/face-to-face support groups, online/face-to-face well-being sessions etc. Is there anything already available that you think is, or would be good?



## Strengths and Limitations

Participation in this research was totally voluntary and engaging young people that had experience of the transition process from CAMHS to AMHS; whether they were in the transition process, had transitioned or had tried to move on to adult services, meant that the target group was very small. There was also the additional limitation that these young people often do not want to engage due to their mental health issue. This mirrors the limitations that Mind Cymru encountered in their recent 2022 report 'Sort the Switch' (2022:20) Many of the young people that did respond were from the 'seldom heard of group', e.g. care experienced and young carers, and so it was important to capture their voices and report on them.

24 young people attended the workshops or completed the questionnaire and 83% of them had CAMHS experience. Of the 30 young people who responded to the bilingual online survey 40% had experience with CAMHS and (appendix 1.4). Of these young people 45% from the workshops and 25% from the survey had transitioned to AMHS or were waiting for the transition (appendix 1.5). These 12 young people answered questions about the specifics of transitioning, but all 54 young people, aged 13 to 25 years appendix 1.1, were asked to complete questions about tools and resources that could help young people with transitioning and during their mental health challenges. The young people who responded were from across the whole of Wales (appendix 1.3).

## Research Survey Findings

### Positive Experiences of being supported by CAMHS and/or AMHS

Unfortunately, this was the most disappointing response in the research as young people found it difficult to articulate what in their experiences had been positive. Two young people in the survey actually wrote 'none' rather than leaving the comments box blank.

One young man was happy to share his positive memories,

"I had lots of support from my CAMHS workers. In terms of different strategies they used to help me for example DBT, CBT, trauma therapy. Different ways of working for example if I didn't feel like talking I could write how I felt, I also got introduced to a 20 week programme where they did meditation with me."  
Male 20 North Wales (NW).

Other positive comments were,

"They give you help"  
Male 13 NW

"They 'listen' to you" Female 13 NW

"They are kind" Female 17 NW

"It can have a good outcome"  
Female 13 NW

"They helped me get my autism diagnoses"  
Female 17 NW

"They gave me my anxiety diagnoses and helped me stop self-harm."  
Transgender 14 NW

"I didn't have to travel too far"  
Male 16 South Wales (SW)

"I was seen really quickly"  
Male 20 NW

"It's a free service and at least it takes me out of school to places" Female 14 NW

"They give you support"  
Male 13 NW



## What Could Be Improved?

From the comments of young people these were the main themes that were identified:

### Getting referred

"Not from my own experience but from another i was told they never told them about the movement up to adult services and therefore as they didn't ask they weren't transferred. I was luckily told i needed to ask so they could fill a form and send it over."  
Male 20 NW

"With becoming an adult, I also moved to university. This is obviously a fairly common experience with many young people but have proven to be a huge barrier in accessing support. My GP surgery removed me off the system as they knew I had accommodation in Cardiff, but I did not register with a GP surgery in Cardiff because at that point I spent more time at home. This meant that I was not in contact with any GP surgery. I was eventually allowed back into the surgery in my hometown."  
Female 19 SW

"At 18 I was packed on my way from child services and still waiting for adult services. I have ADHD, ODD, Autism traits, an educational statement at school not in home doing nothing without a care plan being denied melatonin when I've always had it. Wales care from children to adults is shocking"  
Female 20 MWW

"I have been discharged before for 'not engaging' as they claimed I had not responded to their letters despite me not receiving them."  
Female 19 SW

### Support while waiting

"Lack of communication between health boards – this has been the biggest obstacle for me moving from CAMHS to adult services. Both health boards are (next to each other!) in Wales yet they would not communicate with one another meaning I was stuck in the middle. Many people move from home to university and this transition should be made easier regardless of whether it is down the road or far away."  
Female 19 SW

"There was no supported while we were waiting to be seen by a service"  
Male 16 SW

"I was rushed to be discharged and then when I had to go back I saw a different support worker"  
Female 19 SW

"I found that my GP was very reluctant to refer me to any mental health services because I was so close to becoming an adult but not quite old enough to access those services yet. And obviously, the waiting times are generally so long that it would be uncertain whether I would get any support from children's and young people's (CYP) services at all before being told that I had to move to adult's services"

Female 19 SW

"Support stops at 18 – it should be 25"  
Female 17 NW

"Continual support as my mental health is struggling"  
Male 21 SW

"Although I met my support worker and completed the Young Person's Passport, my support worker did not attend the first appointment with me."

Female 18 NW

"Just feel angry at the lack of support and double stigma-care experienced and mental health. My foster family helped me the most, and Voices have changed my life."

Male 20 M&WW

"Make the waiting list quicker"  
Female 13 NW

"Support even beyond 25 it's not like my mental health isn't always going to be a struggle. Not realising long term effects of trauma and not knowing how to get the help I need. Who do I talk to? Who do I tell"

20 Gender not specified M&WW

"The wait time for people who need attention at desperate times could be made a better priority and able to handle the waiting times that they've put people on and keep them up to date on where they're at on it."

Female 18 NW

## The consultation experiences

"I constantly had  
to keep retelling my story"  
Female 18 SW

"Even though I am very grateful for  
all of the support I received, I did repeat myself multiple times  
and wasted a lot of time doing so" Female 19 SW

"They need to stop creating barriers. The workers didn't seem  
enthusiastic or have any enthusiasm. It would be great if they  
could think more outside the box and offer alternatives to  
medication. There also needs to be  
better consultation spaces".  
Male 20 NW

"Not closing cases without speaking  
to the client" Female 20 NW

"They need to make you feel more comfortable"  
Female 14 NW

"There needs to be better support overall"  
Female 16 NW

"They sometimes sided  
with my parents and did not listen to me"  
Female 17 NW

"Give therapy and if prescribed medication and not  
change medication without consent or  
notification from clients"  
Transgender 21

"In Children and  
Young People services, there is little  
or no mention of medication (unless in  
extreme situations), the main focus is therapy.  
In adult's services, medication is the first point  
of call. This can be very overwhelming for a  
young adult (e.g. Aged 18-20)."  
Female 19 SW

"There needs to be a  
better structure with more  
face-to-face time and be less repetitive"  
Female 15 NW

"My food psychotherapist wasn't always  
understanding and showed little empathy."  
Male 20 NW

"To be seen as an individual"  
Male 20 NW

"However, I have repeated  
CBT many times with CAMHS. From what I have  
heard from other young people, this is the 'go-to'  
that they provide and most of the time the type of  
therapy is not based on the individual. I personally  
didn't find this very helpful but still did it multiple  
times as it is what they provided. I think there  
should be an option to communicate with health  
care professionals what therapies / medications etc.  
that you have already tried and whether you found  
them helpful and why."  
Female 19 SW

"I found CAMHS very reluctant  
to even point towards a diagnosis – they would  
avoid it at all costs. I have been told this is  
1) as they don't like 'labelling' young people whilst they are still  
developing but 2) because they have to provide the correct treatment  
(that may not be the standard CBT) if they provide a diagnosis. I was very  
lucky to seek some insight to this privately but this is not an option for  
most young people. As soon as I became an adult – GPs and other health  
care professionals are very happy to openly and matter-of-fact say you  
have depression or anxiety (most commonly) in conversation"  
Female 19 SW

## Experiences in relation to the Welsh Government Transition and Handover Guidance

We asked the young people that had been involved in the transition process whether they had experienced any of the good practice guidance outlined in the young person's version of the transition from children to adult healthcare services guidance. This included early planning, a named support worker chosen by the young person and a transition plan, or young person's passport.

This is what they said.

“

“I didn't have a named worker or transition plan, never have i heard of these. I was told I'd be contacted by someone in adult services in due course. I had to explain my situation all over again to someone i had to start a new relationship with. Which didn't specialise in my specific problem therefore they weren't very helpful.” Male 20 NW

“I didn't have a Transition and Handover Plan or any information about my healthcare needs, treatment and who was responsible for what. I also didn't have a timeline of what's happening and what's important to me.” Female 19 SW

“You go from service to service because of how little sessions you get in some services so don't get consistent people” Female 16 NM

“didn't get any early planning just got told 6 months before being 18 that I would be moved over” Male 18 NW

“Not true, you do not get to choose your named support worker you just get who you're given.” Female 19 NW

“ I did not have a transition plan I was just told I will be moving to adult services when I was 18. I had a call from a psychiatrist who gave me medication and that's it” Female 20 NW

“Some people just get dropped before even having a meeting with adult services” Male 19 NW

“ I didn't get to choose a named support worker. They did let my family know about the move and they have sent information over” Female 16 NW





## Is there anything else you can identify that is missing that would help the transition process?

Young people were asked if there was anything else that they thought would make a difference to the transition experience and they said,

“

“I’d like to have met them (adult services) before hand or at least had someone that knew what they were talking about. I was told I couldn’t be admitted as my BMI wasn’t low enough, when we all know BMI should not be used to determine how ill someone is in terms of an eating disorder as it’s a mental illness more than a physical one. That fuelled anger in me and made me feel I wasn’t thin enough to be seen. This inevitably made me much worse. This was in lockdown therefore i went on a 20week program all online and never met any specialists. They could massively improve this by scrapping the BMI rule and just determine how ill the patient is by their actual problem” Male 20 NW

One young person in the workshop questioned why there was not a specific transition team that helped young people on their journey from children to adult services and all the young people really liked that idea. (North Wales group)

”

## Did you have a care and treatment plan and if you did was it fit for purpose?

We shared a link with the young people to the care and treatment plan that is used and asked them if they thought it was fit for purpose. Apart from one 18 year old young woman from north Wales who confirmed, in the survey, that they had seen it and thought it was fit for purpose, none of the other young people asked were even sure what a care plan was.

“Never seen this care/treatment plan before I wasn’t even offered one or seen one. I think it does ask relative questions and fit to purpose in moving on. There might be a bit too much info in regard to asking about money situation.” Male 20 NW

## Have you seen the ‘Young Person’s Passport’ and do you think it is a good idea?

When we asked the young people if they had seen the ‘Young Person’s Passport’ most of them had not seen it (appendix 2.1). The young people in the workshops were then shown two different young person’s passports. The resource attached to the Welsh Government ‘Transition and handover from children to adult health services’ February 2022 Annex 4 (2022:33-46) they thought was really long and felt that they would not want to complete it. They also thought it was quite childish for their age group and not appropriate to young people moving to adult services. The other resource was the NHS England Children & Young Person’s Mental Health Service Information Passport - illustrated example and this example they believed was more appropriate (appendix 2.2).

“I think it’s a brilliant resource use as i had to explain everything again to my adult mental health worker, which was not only tiring but draining. It has all the relative info in one.” Male 20 NW

“I think something like this is needed for both the transition between children’s to adults and between different children’s services because a lot of time is spent catching new counsellors up with everything in the past which could be more focused on helping the young person” Female 16 SW

“I like the passport and it’s good it’s in collaboration with the professionals. I’m worried about how easy it would be to fill out though and where it would be kept.” Female 18 SW

“I think there should be a passport started at the start” Female 18 SW

“It will be better so you don’t have to tell everyone your story again so they can just read it.” Female 14 NW

There were some concerns though, especially the younger age group.

“No-one would read it” Female 13 NW

“It speaks about her anxiety and her weight” Female 13 NW

“It would be easier to spell it on the computer” Female 14 NW

## Do you think an app would be useful and would you use it?

The young people were shown an example of an app that could be used to hold all the information the young people would need as well as resources and information to support them. The example of the app used was to help young people manage their diabetes (appendix 2.3). The young people really liked the idea of this and also had some suggestions on how to make it more supportive for young people.



“Absolutely! I think it’s brilliant and we definitely need something like this for mental health, easy access and easy to understand too.” Male 20 NW

“I think the ideas of a passport or app are incredibly helpful (maybe they could even be combined to have the passport within the app?) and as well as a transitional service could potentially address many of these issues. For example by: having a record of all letters / communications and a space to say what you have already tried. I’m unsure whether there is a way to solve all of these issues alongside everything else that others say but, even making small differences could be a significant improvement” Female 19 SW

“it’s a good idea” Male 16 SW

“I feel like most young people would like the idea of an app. Would there be important links to things like ChildLine? that would help people who don’t necessarily feel as comfortable talking to people face to face if they need urgent support” Female 16 SW

“I think it’s a really good idea and make it feel more personal for a young person than just having info available on a website” Female 20 SW

“I think it is a good and easy access idea for young people - like the idea of having the crisis numbers to call also. would be good if it could be accessed from lock screen maybe - almost like an emergency phone call - so that others could help in crisis too” Female 19 SW

“I like that it would be accessible at all times” Female 19 SW

“If the app was Wales wide it would be good to have a way to choose your county to make helpline etc more personal to you and where you live.” Female 18 SW

“Can you lock the app?” Female 18 SW

“Would you be able to change the logo to disguise it on your phone?” Female 18 SW

“Maybe have a notes section for any thoughts or like journaling to have info in one place” Female 19 NW

“Liked it, good privacy settings, easy to use and register.” Female 18 NW

“Mental health articles, that would be good” Male 15

“Good to have mental health tips and tricks” Female 16 NW

“Good for logging data” Transgender 21 NW

“Section for MH professional numbers in and out of hours would be good.” Female 20 NW

One young person did point out though that,

“Some kids aren’t allowed phones” M 13 NW



## What else would be good for young people to help support their own mental resilience?

At the end of the survey and the workshops the young people were asked if they had any suggestions of things that young people could do to help their own mental health and they were forthcoming with many suggestions. The most popular were face-to-face support groups and wellbeing sessions (appendix 2.4) but there was also some support for these also being available online, or even being a blended approach so you can join the group whichever way you feel most comfortable.

“

“Definitely wellbeing sessions and support groups, in lockdown I wasn’t able to meet anyone that had the same issue and felt it would have benefited me greatly. And things like meditation groups and how to deal with different emotions/feelings.”  
Male 20 NW

“I have support from Mind which is face to face and I’ve found it extremely beneficial”  
Female 16 SW

“Face to face is better” Male 16 SW

“I definitely prefer it to online, but I know some people struggle talking to people over calls like these and zoom, I think it would be good to have the option of both” Female 16 SW

“Online is good as you can then be involved even if you are in Uni.” Female 19 SW

“Yes, it (a blended approach) gives people the choice with how they feel then, it should be easily changeable too for anybody who moves or lives between two places.” Female 16 SW

“I have been on a blended call when I had Covid and I found that the people there physically just talked among themselves and I felt left out.”  
Female 20 SW

”

## There were also other apps that young people found beneficial including:

MindShifts - app that reframing anxious or negative thoughts [www.anxietybc.com/resources/mindsihift](http://www.anxietybc.com/resources/mindsihift)

ClearFear - app for teens to help reduce physical responses to fear and anxious thoughts [www.clearfear.co.uk](http://www.clearfear.co.uk)

The Worrinots - app for children 5+ tackling worries and fears [www.worrinots.com](http://www.worrinots.com)

Heads Above the Waves - coping strategies and awareness [hatw.co.uk](http://hatw.co.uk)

MeeToo - fully moderated peer support app <https://www.meetoo.help/>

Cove - app for improve mental health through making music [www.cove-app.com](http://www.cove-app.com)

Other support mechanisms that were identified were groups and people that the young people interacted with regularly and who helped them when they felt they needed it.



“

“Councillors for my friends in school, they have difficulty trusting people however they look forward to seeing their Councillor weekly.”

Female 13 SW

“I currently have school counselling but i feel a therapy that covers adoption might be better” Male 14 SW

“School nurse” Female 15 MWW

“I do think being around people helps a lot. At my job they have recently introduced wellbeing conversations where we talk 121 about how we are feeling both inside and out of work. I think this is nice to allow people to open up and feel supported by their employer.” Female 22 SW

“Education on how drugs can badly effect mental well-being and help with addiction” Female 22 SW

“It's not widely available because mental health support is always a last resort once things have gone wrong but free and early intervention with counsellors, groups and engagement activities, these are all available just not easily accessible or utilised” Male 18 SW

“My mother. Nobody else will.” Female 20 MWW

“Being part of as a member Voices from Care Cymru” Female 20 SW

“Seeing a Wellbeing Officer with Voices” Female 20 SW

“Voices Wellbeing and Peer Support Groups” Male 20 MWW

“Am not good to go to meet new people with online groups etc as feel embarrassed, with introductions. People I know there can help or someone coming with me to a group.” Not specified 20 MWW

”



## Conclusion and Recommendations

The young people that chose to be involved in this research have given clear indications of where the transition process from children to adult mental health services is failing young people. There is sufficient evidence that this failure has been taking place for a number of years even though reports and guidance has been published since 2015. Some consideration needs to be given to the fact that the Covid 19 pandemic did have an effect on the delays in seeing young people and in continuing their support, but the problems around the transition process were there well in advance of this.

There have been some positive reports from young people about their experiences with children and adult mental health services and we need to consider that the young people who chose to take part in this research were one's who had had issues. The interesting revelation during this inquiry though has been that even though the age group we advertised to were 15 years and older a lot of young people under this age wanted to have their voices heard as the issues seem to be presenting themselves at an earlier age and they are concerned what will happen in the future.

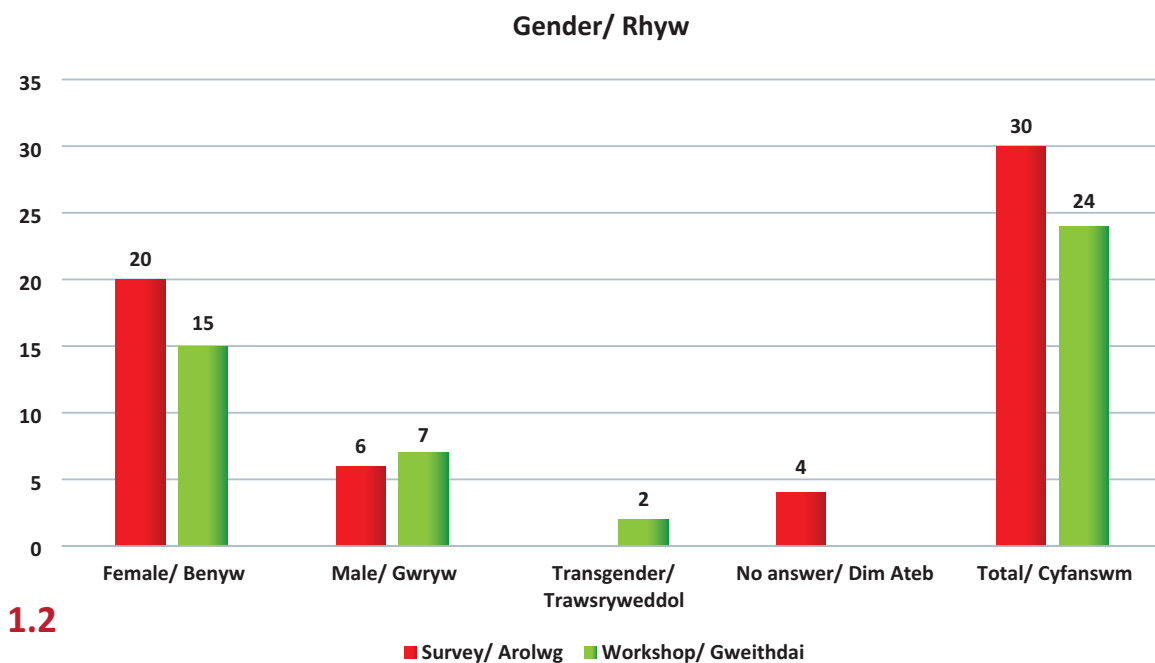
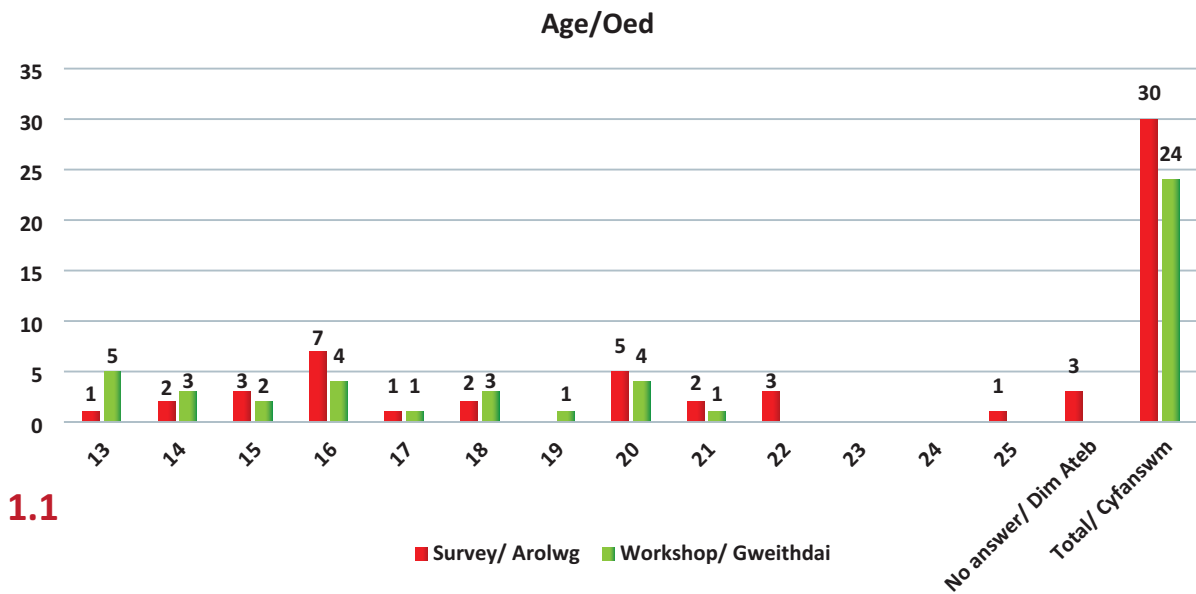
The main issues identified were about the difficulties of being referred to adult services, the lack of support while waiting and the consultation experience where they felt little or no control. The guidance though has been available for a long time and the young people have clearly shown that if it was implemented it would make a real difference. They also think the young person's passport is something they would use, even though they have chosen a different format to the one chosen by the Welsh Government. They are aware that the process also needs to be individualised as a transition at 18 years is not an age that suits everyone's mental health needs and they need to be involved in their care and treatment plan. Young people think that an app, like the diabetes app, would be a great idea and they need to be involved in its development as they have some great ideas to make it a really effective resource. The young people have shown that they have used lots of different ways to help themselves and are proactive in finding these, but they need to know that when they cannot there is a service there that can support them in an efficient and timely way.

### Recommendations

- Young people need the information about the how, who and what happens next when it comes to transitioning from children to adult services. There needs to be a handover and transition guidance developed that is especially for mental health services and this needs to be implemented, including that young people need to be involved in their own care and treatment plan.
- The young person's passport needs to be redesigned to be more like the NHS England passport, shorter and easier to complete. This needs to be done through consultation with the young people who will use it and then implemented and used throughout Wales so young people do not have to go through the trauma of continually retelling their experiences to different people.
- Design an app, similar to the diabetes app, through consultation with the young people who will use it and then be made available to support all young people that need it.
- As youth forums across Wales have wellbeing and mental health issues at the top of their agendas, there needs to be a good network of face-to-face and online support groups across Wales. The youth organisations that have these already should have support to continue to deliver these.
- Throughout this research young people have been asked if they want to be a part of a follow up group that sees that the recommendations are followed through. I would like these young people to be invited to discuss these with the Welsh Government, either in person or through a virtual forum, and be kept up to date with all developments.

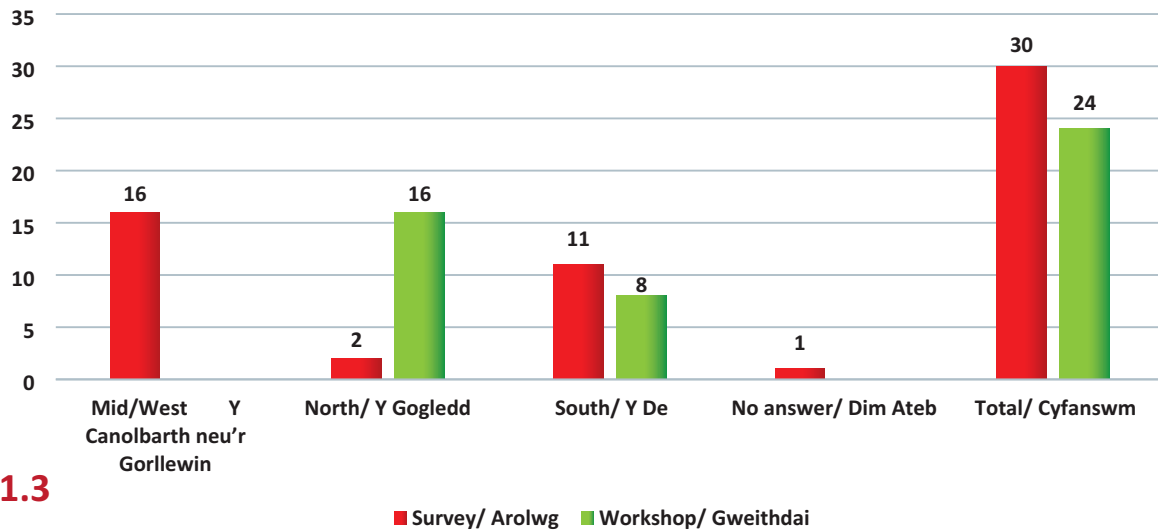


## Appendices



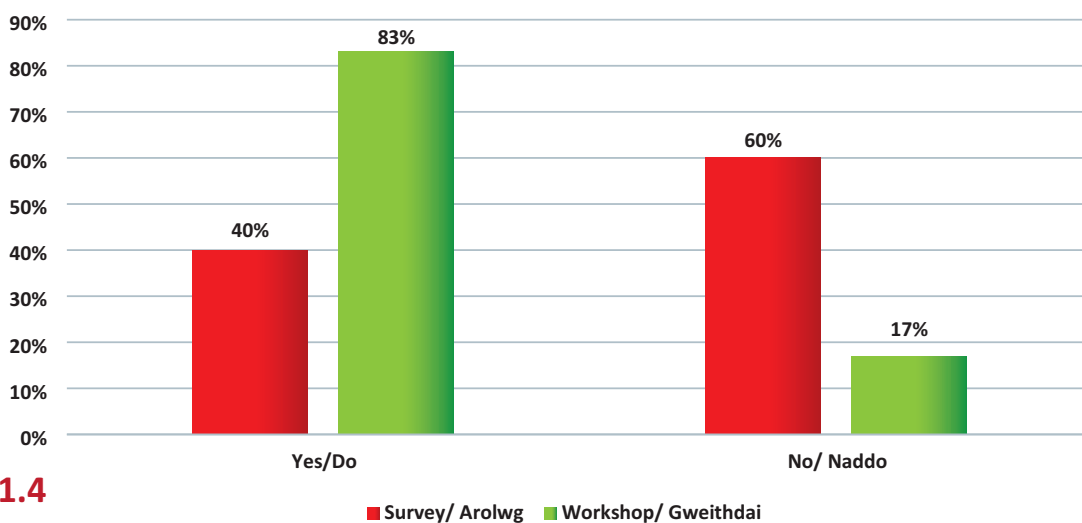
## Appendices

Where do you live in Wales?  
Ble rydych chi'n byw yng Nghymru?



1.3

Have you been supported by CAMHS?  
Ydych chi wedi cael cymorth gan CAMHS?

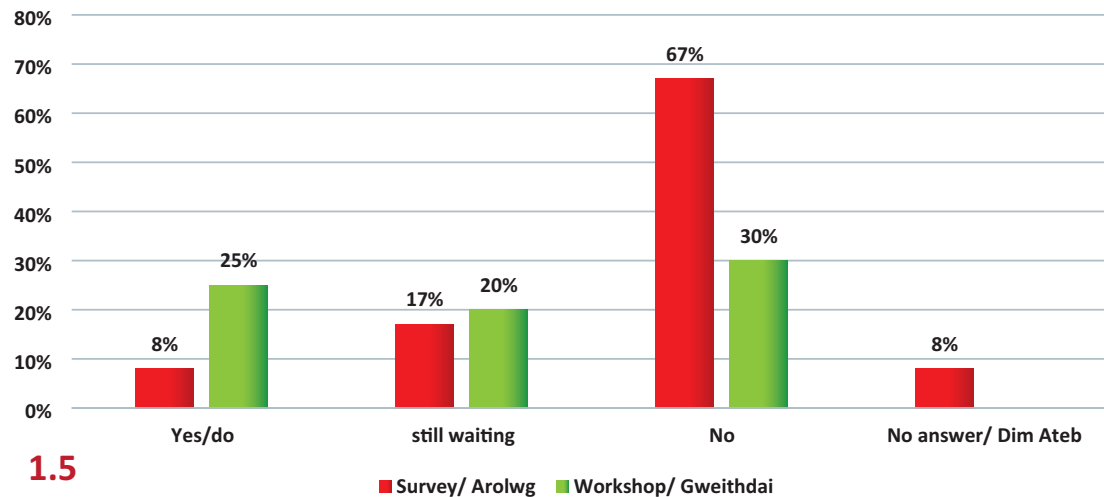


1.4

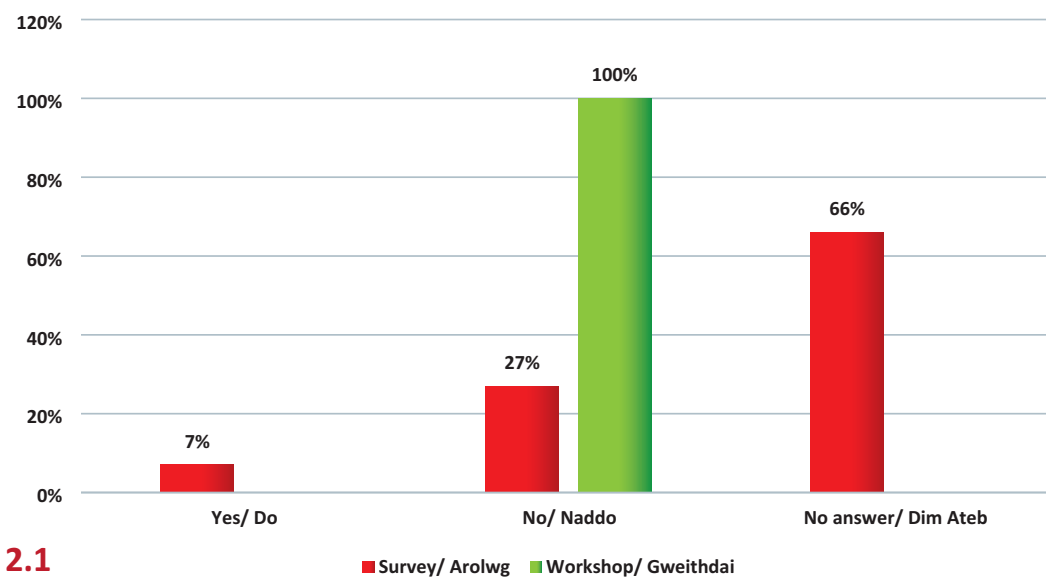


## Appendices

### Did you move from CAMHS to AMHS? A wnaethoch chi symud o CAMHS i AMHS?

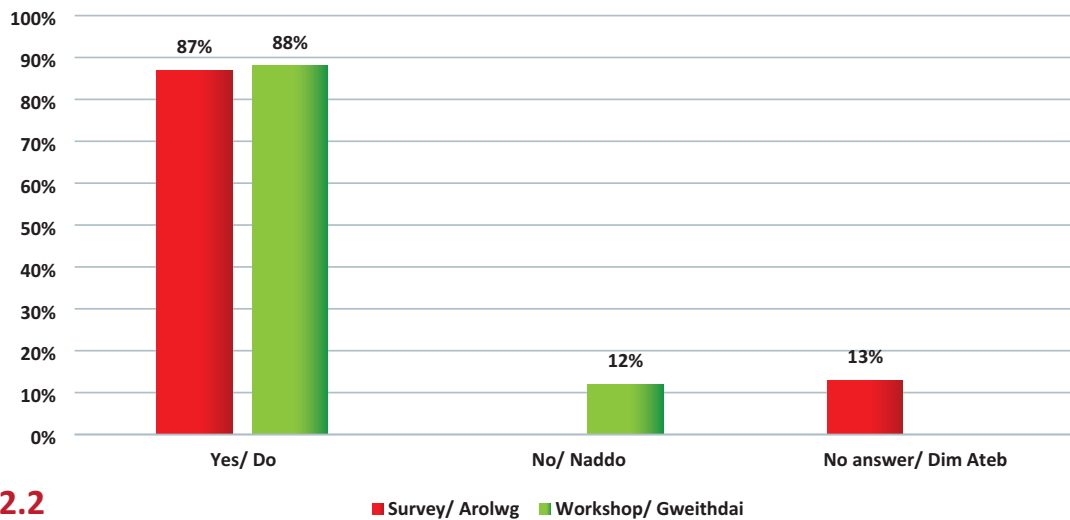


### Have you seen the 'Young Person's Passport'? Ydych chi wedi gweld y 'Pasbort Person Ifanc'?



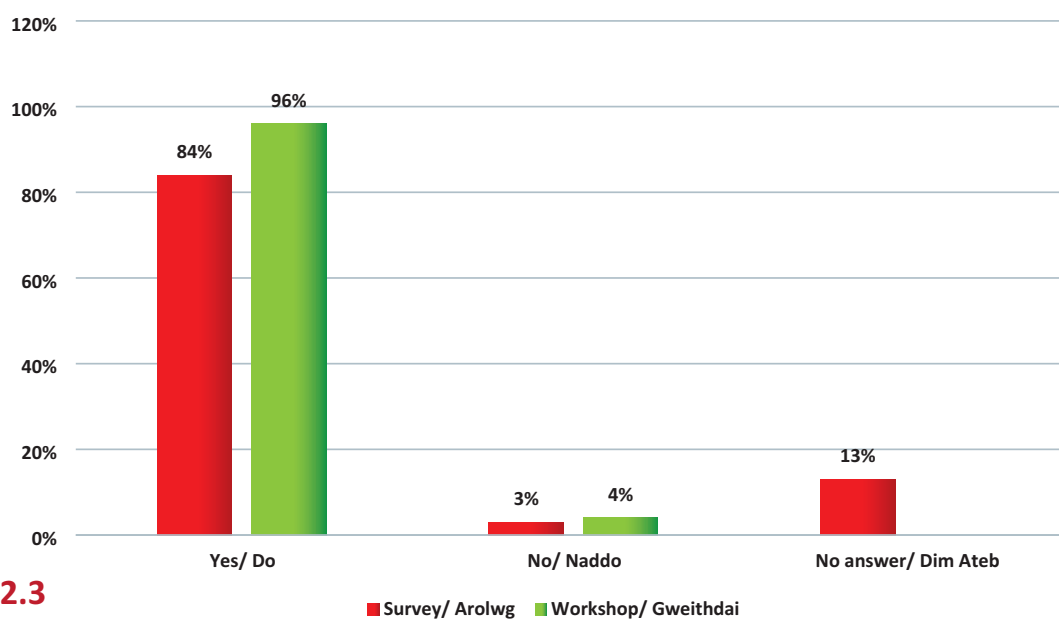
## Appendices

**Do you think a 'Young Person's Passport' would be a good idea?**  
**Ydych chi'n meddwl y byddai 'Pasbort Person Ifanc' yn syniad da?**



**2.2**

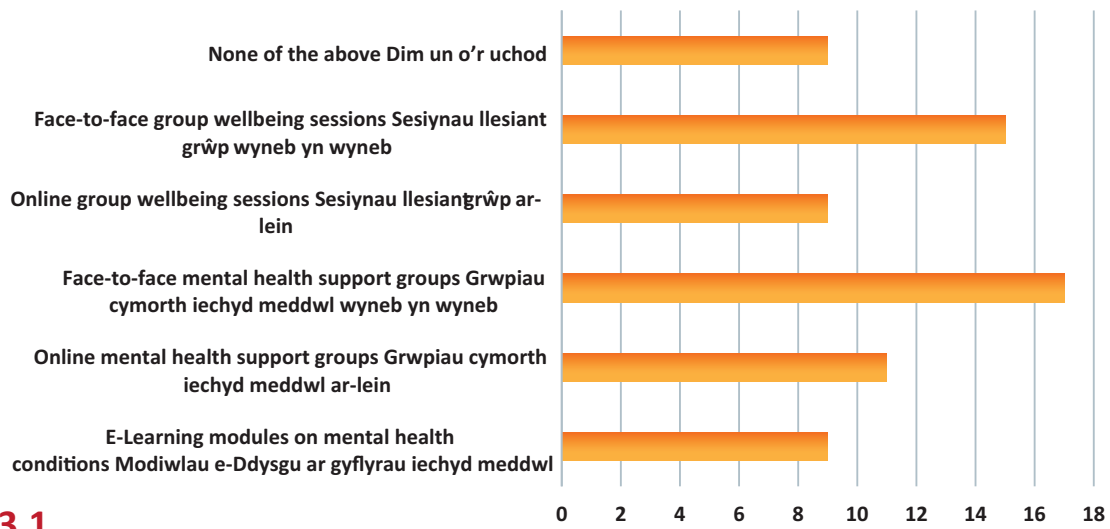
**If there was an app would you use it?**  
**Pe bai ap ar gael, a fydddech chi'n ei ddefnyddio?**



**2.3**

## Appendices

Would you be interested in any of the following to help support your own mental health? A fyddai gennych chi ddiddordeb mewn unrhyw un o'r canlynol i helpu i gefnogi eich iechyd meddwl eich hun?



3.1



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