

**Kent Surrey Sussex
Academic Health Science
Network**



Next Level

Discover, Develop and Deploy Digital Mental Health Solutions for CYP During Covid

Becca Randell – Implementation Manager, Children's Mental Health,
ARC KSS / KSS AHSN

Nicola Harvey – Digital and Youth Engagement Lead – YMCA DownsLink Grp

Dr Gurprit Pannu - Chief Digital Information Officer, SPFT

Amaani Al-Azzawi – e-wellbeing Youth Ambassador YMCA DownsLink Group

Fiona Tilbury - e-wellbeing Youth Ambassador YMCA DownsLink Group

Date /
8 June 2022



- Introductions
- e-wellbeing
- Review of Digital CYP Mental Health Services
- Role of KSS AHSN in e-wellbeing and review
- Impact on the wider ICS system
- Q & A



Next Level

e-wellbeing.co.uk

Youth-led Digital Wellbeing Service and
Participation Group





So, who are e-wellbeing?

POWERED BY
YMCA DownsLink Group



Youth-Led

Weekly Youth Participation Group



In-person workshops with schools and colleges in Brighton & Hove



Digital



Two dedicated websites offering wellbeing information and support, and an encrypted therapy platform offering e-therapy, guided self-help, and online support alongside in-person services

Useful tools in addition to counselling!

Available for professionals who support young people across Sussex, such as CBT therapists, youth workers, and school staff



Mental Health

A wide range of mental health campaigns co-produced with our e-wellbeing Youth Ambassadors and supporters



A youth-led podcast raising awareness of mental health and wellbeing with youth guest speakers, mental health professionals, and youth organisations



[Aged 25+? Click here](#)


[Click here](#) to listen to the latest episode of the e-wellbeing Youth Podcast - Series 2 is OUT NOW!

[Quick Exit](#) 

How are you feeling?



Choose a face that reflects how you have felt over the last 2 weeks and let's find you some help, advice and support...

Next 



Results based on
CSQ-8 cognitive and
emotional responses

* Findings from June 2020 to May 2022



**Most viewed
pages include
Anxiety and
Low Mood***

**150+ people
use e-wellbeing's
resources every
month***

**Over 98,000
page views
between 2020
and 2022***

**I feel confident I can rely on
e-wellbeing to give me the
support I need.**

**The website is easy
to explore. I feel at ease and
comfortable using it!**

**It allowed me to explore how I was
feeling, and not feel as nervous
about it as I would if I was talking to
someone face to face.**



**I enjoyed how everything was so
clearly broken down, because
sometimes it can be so
overwhelming.**

96%

**of 16-25 year olds said e-wellbeing
helped them deal with their problems**

81%

**of young people were mostly or
very satisfied with e-wellbeing**

96%

**of 16-25 year olds said e-wellbeing
was easy to use**

72%

**of young people said e-wellbeing
met most or all of their needs**

Next Level

Sussex CYP Digital Mental Health Review



Pan-Sussex Children & Young People's Mental Health Digital Review 2021

What?

Youth-led insights into digital mental health platforms in Sussex



Who?

More than 100 young people across Sussex



How?

Research collated through a Digital Wellbeing Event, Focus Group, and Surveys

What are the options for online support?

What about diversity and inclusion?

Is it really private if it's online?

How easy is it to access digital platforms?

Does this fit around my school hours?





A youth-led review to map the digital mental health offers in Sussex and provide insight into young people's perceptions and experiences of using them

Background

- The impact of COVID-19 has highlighted the need for NHS Trusts, Local Authorities and the Voluntary and Community Sector to rapidly change and adapt the services they provide.
- **Secondary research** reviewed digital references within Sussex Local Transformation Plans and Foundations for our Future Report.
- **Further secondary research** focused on accessibility, including barriers to young people accessing online video and telephone mental health appointments. This highlighted areas concerning communication and trust; privacy and confidentiality; lack of confidence and anxiety; technology; and stigma. Examples of research include **Ready, Set, Connect; Doc Tour; Youth Access** and **Zoom or Room**.



Young people from YMCA DLG's e-wellbeing youth participation group **evaluated and mapped digital "offer"** in Brighton and Hove, East Sussex and West Sussex and identified gaps in service provision.

Explored young people's perceptions and experiences of digital provision through a survey, youth-led Digital Wellbeing Event (hosted by the e-ambassadors) and consulted SPFT Youth Research Café and **developed digital ambitions**

Developed Strategic Recommendations through Sussex CYP Mental Health Digital Task Group

Youth-led research findings:

- 44 Digital Offers in Sussex mapped against the THRIVE model (16 in Brighton and Hove, 11 in East Sussex, 17 in West Sussex)
- Offers included IAG, self-help, online counselling, text-based support, websites

17
in West
Sussex

Digital Offers

16
in Brighton
and Hove

11
in East
Sussex

Some key research findings were...

85%

of young people said online mental health support was useful

66%

of young people accessed online support for the first time during the COVID-19 pandemic

27%

of young people were referred to online services by their GP

19%

of young people had their existing therapy moved online due to the COVID-19 pandemic





Key findings from the Digital Review

Amaani Al-Azzawi
e-wellbeing Youth Ambassador



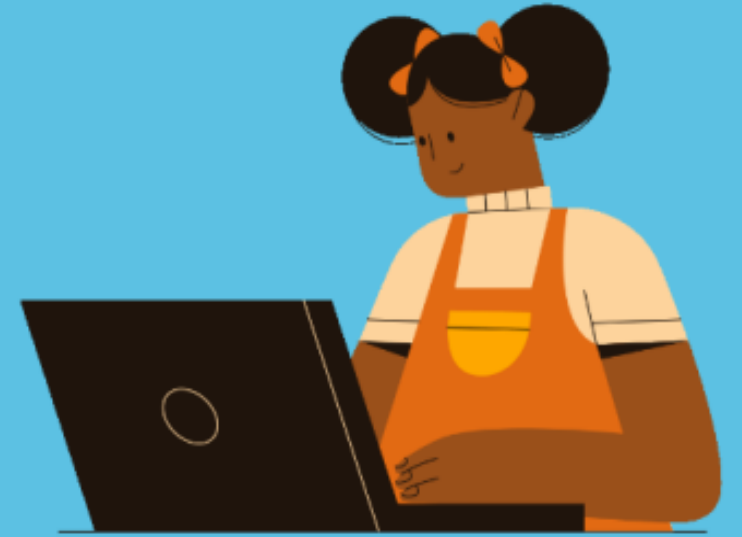
Fiona

Key findings from the Digital Review

Fiona Tilbury

e-wellbeing Youth Ambassador

I didn't have to travel to and from the sessions - making it much easier to factor into my day and conserve energy (which was beneficial as I live with chronic illness).



Due to my disability online has been amazing! And makes it a lot easier to open up. But I think both options are needed.

Barriers to Access

Negative Experiences	Awareness and Accessibility	Support & Understanding
<p>Lack of support (e.g. overwhelming choice of resources and feeling undermined by professionals)</p> <p>Time (e.g. long waiting times and personal time constraints)</p> <p>Impracticalities of online support (e.g. privacy issues, lack of trust of online support, limitations with body language)</p>	<p>Streamlining resources (e.g. widening availability times, digital poverty and exclusion, providing different methods – online group support)</p> <p>Awareness (especially within schools, colleges and university)</p>	<p>Improve support & understanding within resources and from professionals (e.g. collaborative approach - giving feedback on materials to young people and being treated like a person)</p>



I've been made paranoid by my parents and have high levels of distrust about how my personal information will be handled; the Internet never forgets.

✧ For a while I didn't try to access online resources as I thought my mental health wasn't severe enough.

I found the number of websites and information online to be overwhelming.



Suggestions & Recommendations

Digital Youth Ambitions (Youth Voice)

- Join up services to work together
- Simplify self-referral process
- Ensure visibility of diversity and inclusion
- More online support for 18-25 year olds
- Raise awareness within education
- Provide more training for organisations that support young people
- Get additional funding to enhance creative digital communication
- Offer alternative access for those experiencing digital poverty
- Improve clarity of messaging about digital offer (e.g. platforms that require logins)
- Ensure resources for boys, LGBT+ and non-binary young people are more visible

See Page 18
of Report for
the full list



"So, how would
young people like
to be supported
in future?"



of young people said they'd like a mixture of online and face-to-face



of young people said they would prefer face-to-face only



of young people said they would like online only

Impact on wider ICS system

- CYP mental health now embedded within ICS digital governance
- Digital ambitions embedded within CYP Mental Health Strategy and CYP Local Transformation Plans
- e-wellbeing now front door as part of SPOA in one part of Sussex and learning is spread across rest of Sussex
- e-wellbeing plans to extend to cover 18-25 year olds
- Training workforce on how to communicate digitally with young people, delivered by young people (funded HEE)
- Learning & innovation spread through KSS AHSN regionally/nationally



Next Level

Q&A

