Case Study: Emotional Health
Cambridgeshire Community Services NHS Trust

The issue the young person was experiencing and seeking advice for:
A young male messaged the service reporting that they had previously attempted suicide and felt like they 'did not know what to do anymore'.

The care provided by ChatHealth:
Over the following two days the duty school nurses began to engage the young person in conversation. The young persons feelings of low mood were explored, a face to face appointment was offered and personal details were provided to arrange the appointment. The young person then disclosed that he had tried to end his life and had self-harmed prior to this. He was unwilling for the nurse to make contact with his parents and then stopped responding to messages.

The duty nurse contacted the police to arrange a welfare check and details of the conversation were provided to the safeguarding lead within the young persons school. He was found to be safe at home and his parents were alerted to the nature of the concerns raised during the messaging conversation.

The outcomes of the care provided to the young person:
The young person was able to share with their parents the depth of their sadness and how it was affecting them and appropriate mental health services were accessed. The young person had found through ChatHealth a safe space to have a conversation which would have been very difficult for them to do face to face.

Impact of ChatHealth on this particular contact:
The messaging conversation directly led to the young person and his parents being able to access the appropriate help and support.

The Cambridgeshire school nurse messaging service is staffed by 29 triage nurses. The service first launched in within the Norfolk school nursing team in May 2015 and within the Cambridgeshire school nursing team in March 2016. Each team has their own number and supports young people Monday to Friday.

Submitted by
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Case Study: Emotional Health
Cambridgeshire Community Services NHS Trust

The issue the young person was experiencing and seeking advice for:
A young person messaged the service asking for an opinion on suicide and whether it was a selfish act.

The care provided by ChatHealth:
The school nurse engaged the young person in conversation about why they were asking, whether they had a plan or if they had ever self-harmed. The young person disclosed that they were intending to commit suicide and disclosed details of how they planned to do this. The young person was reluctant to accept any face to face support as they felt that it wouldn't help. It was established that they were in contact with specialist services but since the last appointment their mood had darkened and the thoughts of self-harm were becoming more difficult to manage. Through messaging the nurse eventually gained consent to contact the school, the young persons parents and the mental health support team.

The outcomes of the care provided to the young person:
The young person's deteriorating mood was immediately risk assessed and the mental health service offered an appointment for the following day which the young person confirmed that they would attend this with their parent.

Impact of ChatHealth on this particular contact:
The messaging conversation directly led to the young person and their parents being able to access the appropriate help and support in a timely way when it was most needed.

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Case Study: Emotional Health
Southern Health Foundation Trust

The issue the young person was experiencing and seeking advice for:
The young person was having suicidal thoughts, had recent self-harm injuries, and was engaging in substance misuse on a daily basis. They were also demonstrating violent, aggressive and unpredictable risk taking behaviour both in school and at home and were being treated for ADHD.

The care provided by ChatHealth:
The young person was supported to discuss what had been happening, and explore their feelings and the current support they already had in place. During this contact it became clear that the young persons health, safety and welfare was at significant risk and advice was sought from the Trusts children's safeguarding helpline. Further to this the safeguarding children's board self-harm pathway was followed and a referral was made to children's services.

The outcomes of the care provided to the young person:
The young person was happy to disclose their personal information which meant that further information could be gathered from their health record and the Child and Adolescent Mental Health Team. This highlighted further safeguarding risks and the immediate safety of the young person was ascertained. Following the referral to Children's Services this was then picked up by the Early Help Hub.

Impact of ChatHealth on this particular contact:
The young person was able to disclose the difficulties they'd been experiencing in a way that they felt safe and comfortable. As a result of this and the subsequent referrals made multi-agencies will work together to provide the best support and services to the young person and their family.

The Southern school nurse messaging service launched in September 2016 and is staffed by 20 triage nurses, supporting 100,000 service users, 8.30-4.30pm, Monday – Friday, all year round.

Submitted by
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Case Study: Emotional Health
Suffolk County Council

The issue the parent/young person was experiencing and seeking advice for:
Emotional Health: Young person reported feeling low in mood and discussed wanting to hurt themselves.

The care provided by ChatHealth:
Feelings that the young person was experiencing and current support mechanisms were discussed. During the conversation the young person disclosed that they had made several suicide attempts in the past and were seeing a case worker from the integrated delivery team (IDT), Norfolk and Suffolk Foundation Trust. The young person agreed that the School Nurse could contact their IDT case worker to enable a mental health assessment and support.

The outcomes of the care provided to the parent/young person:
The School Nurse was able to contact the IDT case worker and alert them to the young person's low mood. A transcript of the text conversation was shared. The IDT worker made telephone contact with the young person and carried out an assessment. Contact was also made by the case worker with the young person's family to alert them and discuss current risks. This was made with the young persons knowledge. A plan of care was agreed which included an appointment the following day with the case worker.

Impact of ChatHealth on this particular contact:
A timely mental health assessment was facilitated that allowed an assessment of risk to be made, and an appropriate plan of care to be agreed.

> The Suffolk school nurse messaging service launched in November 2015 and was extended to parents and carers in April 2016.
>
> The service is staffed by 65 nurses and supports 46,000 children and young people Monday to Friday, 9am-4.30pm, all year round.

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Case Study: Emotional Health
Cambridgeshire Community Services NHS Trust

The issue the young person was experiencing and seeking advice for:
A young person messaged the service on the recommendation of one of their friends. They had been struggling with self-harming and had had thoughts of suicide. They disclosed that they had experienced physical and verbal abuse at home and were feeling overwhelmed about everything which was happening in their life and as a result had dropped out of sixth form.

The care provided by ChatHealth:
The nurse was able to establish that the young person was safe from immediate risk of harm and did not have an active plan for suicide. They were reassured that they could contact the police if they were feeling unsafe and consent was given for the nurse to contact a local support project. Following this, the nurse continued to check in with the young person and began to find that their feelings of low mood and self harming were becoming worse and they had made a clear plan to commit suicide. As a result the nurse contacted the young persons GP to make an emergency appointment and used the Solihull principles of reciprocity and containment to continue to support the young person via ChatHealth.

The outcomes of the care provided to the person:
The conversation is ongoing and the young person continues to access ChatHealth for support. They are now also accessing a course provided by MIND and are also being supported by a MIND worker.

Impact of ChatHealth on this particular contact:
The young person contacted the service at a moment of crisis in their life when they did not know where to go to access support. Through building a therapeutic relationship with the young person the nurse was able to refer them on to a variety of services to gain specialist help. But perhaps just as powerful for this young person was the relationship they built with the nurse they were messaging and the feeling of being listened to.

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