



Impact Report

“Young People and Self Harm: What support is available from self-harm services and how does it impact young people and their families?”

April 2023

healthwatch
Solihull



Young people who access self-harm services in Solihull will benefit from actions implemented to improve support following our report into their experiences. In June 2022, Healthwatch Solihull published a [report](#) detailing the experiences of the support available from self-harm services and its impact on young people and their families.

Our initial report: What we heard

We heard the experiences of 72 people (18 ≤ 25 years, 54 > 25 years old). They told us about long waiting lists when trying to access support. These can be several months long. Also, they did not feel like they were being taken seriously by staff in educational settings when seeking support regarding mental health and self-harm. The initial report also highlighted the importance of exploring what type of support works for different people.

What we did as a result:

We asked SOLAR how self-care services will

- significantly reduce waiting times for assessments and support
- engage with and support better the pastoral care services offered in educational settings
- improve existing help and support to the parent/s of young people
- provide more support or signposting to other sources of support during any period of time on a waiting list and particularly when young people are moving between services
- ensure that the care and support provided is patient-centred and that services work effectively together to provide consistent treatment for the young person.

Impact for patients

Solar response



"We take the feedback from those who contributed to the Healthwatch survey seriously and are always keen to improve upon the service we deliver."

- We are in the process of establishing a system so that we can continue to have regular contact with those who are waiting for an intervention.
- All the Solar Treatment Waiting Lists for Secondary Care were reviewed by senior managers in November 2022 and a new streamlined needs-based pathway is now in operation that includes Anxiety/ Depression and OCD, Relational Attachment, Trauma and Emotional Difficulties.
- Solar are also working on more ways to work and engage with all educational providers across Solihull.
- Solar have a further 2 more waves of mental health support teams (MHST) [in educational settings] which will join in January 2023. Any child or young person who does not attend an MHST School is still able to access Solar outside of this.
- Solar has made further connections with various third sector organisations to see how they can provide further support to Children and Young People whilst they are waiting to be seen by Solar. There is an extensive network all with the shared vision of supporting this extremely vulnerable client group. Further contacts to be arranged in the New Year.
- We are currently in the process of an extensive recruitment drive with posts out for roles currently.

For the full response from Solar – [click here](#)



Next Steps

Healthwatch Solihull will continue to engage and hear service users' experiences of self-harm services and feed these back to SOLAR. We are particularly keen to hear those experiences that relate to the improvements that SOLAR has committed to make. We will continue to use this to drive improvement.

We also encourage people to share their experiences of services of other health and social care services in Solihull.

You can share your experiences by:

- Visiting our Online Feedback Centre at www.healthwatchsolihull.org.uk
- Calling us on 0808 196 3912
- Or emailing us at enquiries@healthwatchsolihull.org.uk

Healthwatch Solihull would like to thank, service users and SOLAR for their participation and involvement in this investigation.

About Us

Healthwatch Solihull is the independent champion for health and social care services. We exist to ensure people are at the heart of care. We provide patients and the public with ways to feedback and have a stronger say about the services they use. We listen to what people like about services, and what could be improved. This could be about general practices, hospitals, dentists, opticians, pharmacists, nursing and residential homes or care you receive in the community. We have the power to ensure that those organisations that design, run or regulate NHS and social care, listen to people's views and act on them. People's experiences prompt and lead our activities and investigations, with our reports focusing on improving services. We also encourage services to involve patients and the public in decisions that affect them. Through our Information and Signposting Line, Healthwatch Solihull also helps people find out the information they need about services in their area. People sharing their experiences can make a big difference. We aim to help make health and care services better for patients and their families.