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## Tomorrow's world... yesterday!

### Background

When the pandemic hit our busy CAMHS team in Barnsley was doing things much as it always had – with face-to-face contact being the main way of engaging with service users. With this becoming impossible due to Coronavirus restrictions, the team had to join the digital healthcare revolution immediately. This has led to benefits for staff and service users.

### What we have done differently

The team used video and telephone calls for appointments during the height of pandemic. As things eased, they moved to a hybrid model where patients had a blended approach to care; so, some face to face, some video appointments and all team meetings were done online.

Other successful changes included facilitating groups online, such parent workshops for ADHD and CBT. Young people really liked this approach and although there was a lot of staff anxiety moving towards online, once they got over that it worked well.

### Outcomes

The final templates are available to all community mental health services. The team feels says that the changes made in response to the pandemic “catapulted us into future”. They are more connected than they have ever been and find it much easier to access support. Relationships with teams in other parts of our Trust have also strengthened by having more online meetings. As a result, staff feel more able to call on colleagues in Barnsley and Wakefield which they didn't before.

The team's wellbeing survey has improved, staff morale has been better, and colleagues are reporting a better work-life balance.

### Future

The team will keep more appointments online and use a hybrid approach to care which is something it didn't do before.

There are challenges in doing this, people miss face-to-face contact and not everyone likes being on camera! While trust-wide service meetings will stay virtual (saving travel time and expense) staff are looking forward to a time when they can be in the office sometimes.