



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

Ceannasaí Náisiúnta Oibríochtaí Meabhairshláinte  
Ospidéal Naomh Lómáin,  
Baile Phámar Baile Átha Cliath 20.  
R: [PQReps.NatMHOPS@hse.ie](mailto:PQReps.NatMHOPS@hse.ie)

Head of Operations, Mental Health Service  
St Loman's Hospital,  
Palmerstown, Dublin 20.  
Email: [PQReps.NatMHOPS@hse.ie](mailto:PQReps.NatMHOPS@hse.ie)

Deputy Bernard J. Durkan,  
Dail Eireann,  
Dublin 2.

13<sup>th</sup> June 2022

**PQ Number: 27121/22**

**PQ Question: To ask the Minister for Health the extent to which the concerns of parents of children with mental health problems are regularly monitored with a view to ensuring the availability of adequate residential places; and if he will make a statement on the matter - Bernard J. Durkan**

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Dear Deputy Durkan,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question, which you submitted to the Minister for Health for response. I have examined the matter and the following outlines the position.

#### **HSE Complaints Procedure, Confidential Recipient for Vulnerable Persons and Advocacy Services**

The HSE remains fully committed to hearing from and responding to concerns raised by service users, their families and the general public in accordance with Section 46, Part 9 of the Health Act 2004. Many options are available for the submission of feedback, comments and complaints. These include the HSE Your Service Your Say Policy, the HSE'S Confidential Recipient for Vulnerable Persons and through advocacy services. In addition the Mental Health Act 2001 (Approved Centre) Regulations 2006, stipulates that each inpatient mental health facility, must have a robust complaints procedure in place.

The HSE Your Service Your Say Policy sets out the procedures/obligations of the HSE around responding to complaints. In cases where the complainant is unhappy with the response to the complaint, they can request an Internal Review and if still not satisfied with the outcome, the complainant can request an external review from the Office of the Ombudsman/Ombudsman for Children under Stage 4 of the policy. This process is available to anyone accessing public health services.

Further information can be found here:

<https://www.hse.ie/eng/services/yourhealthservice/feedback/complaint/making-a-comment,-compliment-or-complaint.html>



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HSE National Mental Health services have advocacy services for young people and their families in place in CAMHS Inpatient services in CHO 2 and CHO 7. Advocacy services are being further expanded in CHO 9 and CHO 4, which also have CAMHS inpatient units.

### **CAMHS Operational Guideline**

In June 2019, the CAMHS Operational Guideline (**COG**) was published following an extensive review and consultation process which took into consideration the views of service users, family members, front line staff and management working within HSE mental health services and in other organisations working with children and adolescents. This document follows from a review of the CAMHS Standard Operating Procedure (2015). The audit of compliance of CAMHS teams with operational guidelines will be made against the CAMHS COG on the basis of a cross mapping with relevant recommendations in the Maskey Report.

The HSE is committed to the full implementation of all recommendations outlined in the Maskey Report. Implementation will include an extensive programme of audit and research in the CAMHS service, overseen by a National Oversight Group. Three separate audit and research processes are currently in development. An audit of compliance with the 2019 CAMHS operational guidelines is also due to commence over the coming weeks and is expected to be completed within six months of date of commencement. The engagement of an academic partner to conduct qualitative research into CAMHS experiences is at an advanced stage. This will provide detail of the lived experience of children and families who engage with the CAMHS services.

In relation to parental involvement, the CAMHS COG outlines the following -

#### ***“2.3 Involving Parent(s)***

**2.3.1** *CAMHS teams should aim to build and maintain collaborative relationships with parent(s) and seek to involve them fully in their child or adolescent's care planning and mental health treatments. Parent(s) often have expert knowledge of their child or adolescent which is important in deciding on treatment and care planning.*

**2.3.2** *CAMHS teams may inform and explain to parent(s) about their child or adolescent's diagnoses, coping strategies and may advise on how to support them at home. They may recommend other community and family support services which can be accessed outside of appointments. 2.3.3* *CAMHS teams should encourage parent(s) to recognise their own needs, strengths and resources in supporting their child or adolescent.*



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*2.3.4 CAMHS teams should also be mindful of addressing barriers to engagement, and seek to ensure that services are culturally responsive and designed to fit the family's needs and preferences.*

*2.3.5 Parent(s) should be encouraged to take part in Engagement Forum meetings, organised through local mental health services or the office of HSE Mental Health Engagement and Recovery. More details can be found on [www.hse.ie/mentalhealthengagement](http://www.hse.ie/mentalhealthengagement).*

*2.3.6 In an inpatient setting, parent(s) and families should be encouraged to visit regularly and there should be dedicated visiting space for families."*

Further information can be found here:

<https://www.hse.ie/eng/services/list/4/mental-health-services/camhs/operational-guideline/>

### **The Office of Mental Health Engagement and Recovery**

The office of Mental Health Engagement and Recovery established in 2019 has responsibility to carry out that task through their engagement structures. These include the national office of MHER, the local Area lead for engagement and the local and area engagement fora. These structures are open all SUFMC groups including those from CAMHS. Although currently CAMHS exclusive forums are not taking place, more formal engagement structures have been established in CAMHS services including a CAMHS forum in CHO 6 and a CAMHS experience survey in CHO 3. Mental Health Engagement and Recovery are currently developing a model of engagement for CAMHS, which it plans to start to roll out in 2023.

The HSE is committed to ensuring the voice of all service user's, family members, carer's and supporters including those from CAMHS inform the design, delivery and evaluation of services as set out in our national policy 'Sharing the Vision – A Mental Health Policy for Everyone'.

I trust this information is of assistance to you. Please do not hesitate to contact me if you have any further queries.

Yours sincerely,

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**Jim Ryan**  
Assistant National Director - Head of Operations  
National Mental Health Services