

**Supplementary material 16:  
CERQual Qualitative evidence profile**

| <b>Review Finding</b>                                                                                                                                         | <b>Assessment of Methodological Limitations</b>                                                                              | <b>Assessment of Relevance</b>                                                                                                                                                      | <b>Assessment of Coherence</b>                                                            | <b>Assessment of Adequacy</b>                                     | <b>Overall CERQual Assessment of Confidence</b> |
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| <b>Studies Contributing to the Review Finding</b>                                                                                                             |                                                                                                                              |                                                                                                                                                                                     |                                                                                           |                                                                   |                                                 |
| <b>Barriers and facilitators to seeking and accessing appropriate support</b>                                                                                 |                                                                                                                              |                                                                                                                                                                                     |                                                                                           |                                                                   |                                                 |
| <b><i>Service eligibility</i></b>                                                                                                                             |                                                                                                                              |                                                                                                                                                                                     |                                                                                           |                                                                   |                                                 |
| 1. Various thresholds of eligibility exist making access to specialist services difficult<br><br>Studies 6, 8<br>Consultations with stakeholders <sup>1</sup> | Minor methodological limitations (one study had no concerns and one study had minor methodological limitations)              | Serious concerns about relevance as two studies representing one country (USA) contributed to this finding                                                                          | Minor concerns about coherence (data reasonably consistent within and across all studies) | Minor concerns about adequacy (two studies with rich data)        | Moderate confidence                             |
| <b><i>Knowing where to go when in crisis</i></b>                                                                                                              |                                                                                                                              |                                                                                                                                                                                     |                                                                                           |                                                                   |                                                 |
| 2. Many CYP and their friends and relatives state that they do not know where to turn when they are experiencing MH crises<br><br>Studies 1, 7, 8             | No or very minor methodological limitations (two studies had no concerns and one study had minor methodological limitations) | Moderate concerns about relevance (partial relevance, as the studies were from three countries only which were USA, Sweden and Australia (covering three continents) but not the UK | Moderate concerns about coherence (data more varied and this finding is over-simplified   | Very minor concerns about adequacy (three studies with rich data) | Moderate confidence                             |
| <b><i>Access to mental health services and professionals</i></b>                                                                                              |                                                                                                                              |                                                                                                                                                                                     |                                                                                           |                                                                   |                                                 |
| 3. Children and young people want                                                                                                                             | Moderate methodological                                                                                                      | Minor concerns                                                                                                                                                                      | Minor                                                                                     | No concerns                                                       | Moderate                                        |

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| easier and more immediate access to specialist services<br>Studies 1, 2, 4, 5<br>Consultations with CYP <sup>2</sup>                                                         | limitations (one study had no concerns and four studies had moderate methodological limitations around sampling issues and rigour of data analysis)                           | about relevance (studies were from three countries only which were Ireland, Sweden and UK (covering one continent)                                                                               | concerns about coherence (data reasonably consistent within and across all studies)       | of adequacy                                                      | confidence          |
| <b><i>Support from others during times of crisis</i></b>                                                                                                                     |                                                                                                                                                                               |                                                                                                                                                                                                  |                                                                                           |                                                                  |                     |
| 4. Some CYP want someone to talk to, whereas others find it too difficult to talk at the time of a crisis<br>Studies 1, 2, 3, 6, 7, 8<br>Consultations with CYP <sup>3</sup> | Minor methodological limitations (two studies had no concerns, one very minor and two moderate methodological limitations around sampling issues and rigour of data analysis) | Moderate concerns about relevance (partial relevance, as the studies were from four countries only which were Ireland, USA, New Zealand and Australia (covering three continents) but not the UK | Minor concerns about coherence (data reasonably consistent within and across all studies) | No concerns of adequacy                                          | Moderate confidence |
| 5. Where CYP have support from significant others this assists them to access crisis services<br>Studies 1, 6, 8                                                             | Minor methodological limitations (two studies had no concerns and one study had minor methodological limitations)                                                             | Moderate concerns about relevance (partial relevance, as the studies were from two countries only which were USA and Sweden but not the UK                                                       | Minor concerns about coherence (data reasonably consistent within and across all studies) | Very minor concerns about adequacy (three studies with rich data | Moderate confidence |

| <b>External factors that influence access</b>                                                                                                                                                                                                            |                                                                                                                                              |                                                                                                                                                     |                                                                                          |                                                            |                     |
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| 6. Some CYP feel that their ability to access crisis services is affected by external factors such as finance and transport<br><br>Studies 6, 8                                                                                                          | Minor methodological limitations (one study had no concerns and two studies had minor methodological limitations)                            | Serious concerns about relevance as two studies representing one country (USA) contributed to this finding                                          | No concerns about coherence                                                              | Minor concerns about adequacy (two studies with rich data) | Moderate confidence |
| <b>Transitions across services</b>                                                                                                                                                                                                                       |                                                                                                                                              |                                                                                                                                                     |                                                                                          |                                                            |                     |
| 7. Clear pathways between different services are seen as helpful, but a lack of communication and collaboration is often described with CYP often slipping through the gaps<br><br>Studies, 6, 8<br>Consultations with stakeholders & CYP <sup>2-4</sup> | Minor methodological limitations (one study had no concerns and two studies had minor methodological limitations)                            | Serious concerns about relevance as two studies representing one country (USA) contributed to this finding                                          | Moderate concerns about coherence (data more varied and this finding is over-simplified) | Minor concerns about adequacy (two studies with rich data) | Low confidence      |
| <b>What children and young people want from crisis services</b>                                                                                                                                                                                          |                                                                                                                                              |                                                                                                                                                     |                                                                                          |                                                            |                     |
| <b>Importance of lived experience and peer support</b>                                                                                                                                                                                                   |                                                                                                                                              |                                                                                                                                                     |                                                                                          |                                                            |                     |
| 8. Some CYP feel that peer support and involving those with lived experience of MH crisis within services is important<br><br>Studies 2, 4                                                                                                               | Moderate methodological limitations (two studies had moderate methodological limitations around sampling issues and rigour of data analysis) | Moderate concerns about relevance (partial relevance, as the studies were from two countries only which were Ireland and UK (across one continent)) | No concerns about coherence                                                              | Minor concerns about adequacy (two studies with rich data) | Moderate confidence |
| <b>Services specifically for young people</b>                                                                                                                                                                                                            |                                                                                                                                              |                                                                                                                                                     |                                                                                          |                                                            |                     |
| 9. Some CYP feel that services should cater specifically for them and be                                                                                                                                                                                 | Moderate methodological limitations (one study had no                                                                                        | Moderate concerns about                                                                                                                             | No concerns about                                                                        | Minor concerns                                             | Moderate confidence |

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| targeted at specific age groups<br>Studies 2, 4<br>Consultations with CYP <sup>2</sup>                                                                                                                                                                                                     | concerns and four studies had moderate methodological limitations around sampling issues and rigor of data analysis)                                                      | relevance (partial relevance, as the studies were from two countries only which were Ireland and UK (across one continent)                     | coherence                                                       | about adequacy (two studies with rich data)                      |                     |
| <b>Attributes of health professionals</b>                                                                                                                                                                                                                                                  |                                                                                                                                                                           |                                                                                                                                                |                                                                 |                                                                  |                     |
| 10. Children and young people would like the health professionals they engage with during times of crisis to be understanding, sensitive, compassionate, have good listening skills and to be skilled and knowledgeable in MH issues<br><br>Study 4<br>Consultations with CYP <sup>2</sup> | Moderate methodological limitations (one study moderate methodological limitations around sampling issues and rigour of data analysis)                                    | Serious concerns about relevance as only one study representing one country contributed to this finding                                        | Serious concerns about coherence (only one study offering data) | Serious concerns about adequacy (only one study offering data)   | Very Low confidence |
| <b>Need for different forms of support and pathways to services</b>                                                                                                                                                                                                                        |                                                                                                                                                                           |                                                                                                                                                |                                                                 |                                                                  |                     |
| 11. The need for different forms of support and pathways to services is identified by CYP, including through telephone, text and email<br><br>Studies 1, 2, 3, 4<br>Consultations with CYP <sup>2</sup>                                                                                    | Minor methodological limitations (one study had no concerns and three studies had moderate methodological limitations around sampling issues and rigour of data analysis) | Very minor concerns about relevance (studies were from four countries which were Ireland, Sweden, New Zealand and UK (covering two continents) | No concerns regarding coherence                                 | Very minor concerns about adequacy (four studies with rich data) | High confidence     |
| 12. Access to crisis support via telephone is preferred via a direct line, with out of hours availability and staffed by trained counsellors<br><br>Studies 1, 2, 4                                                                                                                        | Minor methodological limitations (one study had no concerns and two studies had moderate methodological limitations around sampling issues and rigour of                  | Minor concerns about relevance (partial relevance, as                                                                                          | Minor concerns about coherence (data                            | Very minor concerns about adequacy (three                        | High confidence     |

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|                                                                                                                                                                                                 | data analysis)                                                                                                                                                                               | the studies were from three countries only which were Ireland, Sweden and UK (covering one continent)                                                                | reasonably consistent within and across all studies)                                      | studies with rich data                                         |                     |
| 13. Children and young people report that texting provides immediate support and anonymity, and they like having the ability to store and refer back to the messages at a later date<br>Study 3 | Moderate methodological limitations (one study moderate methodological limitations around sampling and data analysis)                                                                        | Serious concerns about relevance as only one study representing one country contributed to this finding                                                              | Serious concerns about coherence (only one study offering data)                           | Serious concerns about adequacy (only one study offering data) | Very Low confidence |
| 14. Parents report that telephone counselling services are not always seen as providing timely or appropriate advice<br>Studies 6, 7                                                            | Minor methodological limitations (one study had minor and two studies had very minor methodological limitations)                                                                             | Moderate concerns about relevance (partial relevance, as the studies were from two countries only which were Australia and USA but not the UK (across one continent) | Minor concerns about coherence (data reasonably consistent within and across all studies) | Minor concerns about adequacy (two studies with rich data)     | Moderate confidence |
| <b>Children's, and young people's and families' experiences of crisis services</b>                                                                                                              |                                                                                                                                                                                              |                                                                                                                                                                      |                                                                                           |                                                                |                     |
| <b><i>Lack of support before crisis is reached</i></b>                                                                                                                                          |                                                                                                                                                                                              |                                                                                                                                                                      |                                                                                           |                                                                |                     |
| 15. Children and young people feel that there is a general lack of support before crisis is reached<br>Studies 4, 5, 7, 8<br>Consultations with CYP <sup>3</sup>                                | Minor methodological limitations (one study had no concerns, one study had very minor, 2 studies had moderate methodological limitations around sampling issues and rigour of data analysis) | Very minor concerns about relevance (partial relevance, as the studies were c with                                                                                   | Moderate concerns about coherence (data more varied and this finding is                   | No concerns about adequacy                                     | Moderate confidence |

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|                                                                                                                                                                                                                                          |                                                                                                                                                                                                        | CYP, families and HCPs from three countries only which were USA, Australia and UK (covering three continents)                                   | over-simplified)                                                                         |                                                                |                     |
| 16. Long wait times for specialist services and a lack of information result in the ED being the default option when CYP are in MH crisis<br><br>Studies 5, 8<br>Consultations with stakeholders & CYP <sup>1,4</sup>                    | Minor methodological limitations (one study had no concerns and one study had moderate methodological limitations around sampling issues and rigour of data analysis)                                  | Moderate concerns about relevance (partial relevance, as the studies were from two countries only which were UK and USA (across two continents) | Moderate concerns about coherence (data more varied and this finding is over-simplified) | Minor concerns about adequacy (two studies with rich data)     | Moderate confidence |
| 17. Stakeholders acknowledge that CYP often have difficulties accessing support from specialist CAMHS and/or primary care for MH problems before a crisis reached<br><br>Study 6<br>Consultations with stakeholders & CYP <sup>1,4</sup> | Moderate methodological limitations (one study moderate methodological limitations around sampling issues and rigour of data analysis)                                                                 | Serious concerns about relevance as only one study representing one country contributed to this finding                                         | Serious concerns about coherence (only one study offering data)                          | Serious concerns about adequacy (only one study offering data) | Very Low confidence |
| <b><i>Assessment, management and follow-up in the ED</i></b>                                                                                                                                                                             |                                                                                                                                                                                                        |                                                                                                                                                 |                                                                                          |                                                                |                     |
| 18. A number of concerns have been raised by CYP, their families and stakeholders with regards to the assessment, management and level of follow-up care of CYP who present in crisis to an ED<br><br>Studies 1, 2, 5, 7                 | Minor methodological limitations (one study had no concerns, one study very minor concerns and two studies had moderate methodological limitations around sampling issues and rigour of data analysis) | Minor concerns about relevance (studies covering the perspectives of families and YP from across                                                | Moderate concerns about coherence (data more varied and this finding is over-            | No concerns regarding adequacy                                 | Moderate confidence |

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| Consultations with stakeholders & CYP <sup>2,4,5</sup>                                                                                                                                                                                                                    |                                                                                                                                                                       | four countries which were Australia, Sweden, UK and Ireland, (covering two continents)                                                             | simplified)                                                                                |                                                            |                     |
| 19. Some CYP find the noisy and busy environment of ED unhelpful with lack of privacy and poor staff attitudes adding to the unsuitability<br>Studies 2, 4<br>Consultations with CYP <sup>2</sup>                                                                         | Moderate methodological limitations (two studies had moderate methodological limitations around sampling issues and rigour of data analysis)                          | Moderate concerns about relevance (partial relevance, as the studies were from two countries only which were Ireland and UK (across one continent) | Minor concerns about coherence (data reasonably consistent within and across all studies)  | Minor concerns about adequacy (two studies with rich data) | Moderate confidence |
| <b><i>Processes leading to inpatient admission and experience of inpatient care</i></b>                                                                                                                                                                                   |                                                                                                                                                                       |                                                                                                                                                    |                                                                                            |                                                            |                     |
| 20. The processes leading to admission when a CYP is in crisis are described as being lengthy, over complicated and frustrating and there are mixed views from CYP regarding their experiences of inpatient care<br>Studies 4, 8,<br>Consultations with CYP. <sup>5</sup> | Minor methodological limitations (one study had no concerns and one study had moderate methodological limitations around sampling issues and rigour of data analysis) | Moderate concerns about relevance (partial relevance, as the studies were from two countries only which were USA and UK (across two continents)    | Minor concerns about coherence (data reasonably consistent within and across all studies)) | No concerns regarding adequacy                             | Moderate confidence |
| <b><i>Views of CAMHS and crisis teams</i></b>                                                                                                                                                                                                                             |                                                                                                                                                                       |                                                                                                                                                    |                                                                                            |                                                            |                     |
| 21. There are mixed views from CYP about CAMHS and crisis services and CYP feel that crisis plans lack sufficient detail<br>Studies 4, 5, 6, 7                                                                                                                            | Minor methodological limitations (one study had very minor and two studies had moderate methodological limitations around sampling issues and rigour of               | Moderate concerns about relevance (partial relevance, as                                                                                           | Moderate concerns about coherence (data more                                               | No concerns regarding adequacy                             | Moderate confidence |

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|                                                                                                                                                                                                                                                                                            | data analysis)                                                                                                                               | the studies were from two countries only which were Australia and UK (across two continents)                      | varied and this finding is over-simplified                                               |                                                                                          |                     |
| 22. Children and young people feel that crisis plans lack sufficient detail<br>Study 6                                                                                                                                                                                                     | Minor methodological limitations (two studies had minor methodological limitations)                                                          | Serious concerns about relevance as only one study representing one country contributed to this finding           | Serious concerns about coherence (only one study offering data)                          | Serious concerns about adequacy (only one study offering data)                           | Very Low confidence |
| <b>Service Provision</b>                                                                                                                                                                                                                                                                   |                                                                                                                                              |                                                                                                                   |                                                                                          |                                                                                          |                     |
| <b><i>Inappropriate admissions to adult wards</i></b>                                                                                                                                                                                                                                      |                                                                                                                                              |                                                                                                                   |                                                                                          |                                                                                          |                     |
| 23. Where CYP have been inappropriately admitted to adult or paediatric wards, service providers feel that sometimes adaptations could be made<br>Study 4<br>Consultations with service providers <sup>2,4</sup>                                                                           | Moderate methodological limitations (one study had moderate methodological limitations around sampling issues and rigour of data analysis)   | Serious concerns about relevance as only one study representing one country contributed to this finding           | Serious concerns about coherence (only one study offering data)                          | Serious concerns about adequacy (only one study offering data)                           | Very Low confidence |
| <b><i>Availability of a crisis team outside traditional office hours</i></b>                                                                                                                                                                                                               |                                                                                                                                              |                                                                                                                   |                                                                                          |                                                                                          |                     |
| 24. Stakeholders and service providers in the UK express a number of concerns with regard to inadequate crisis care outside of traditional office hours, but when available this is seen as helpful<br>Study 4, 11<br>Consultations with stakeholders & service providers <sup>2,4,6</sup> | Moderate methodological limitations (two studies had moderate methodological limitations around sampling issues and rigour of data analysis) | Moderate concerns about relevance (partial relevance, as the two studies were from one country only which was UK) | Moderate concerns about coherence (data more varied and this finding is over-simplified) | Moderate concerns about adequacy (one study with rich data and one study with thin data) | Low confidence      |
| <b><i>Geographical boundary issues and variable service provision across different regions</i></b>                                                                                                                                                                                         |                                                                                                                                              |                                                                                                                   |                                                                                          |                                                                                          |                     |
| 25. Stakeholders and service providers                                                                                                                                                                                                                                                     | Moderate methodological                                                                                                                      | Serious                                                                                                           | Serious                                                                                  | Serious                                                                                  | Very Low            |



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| in the UK express a number of concerns with regard to variable service provision in terms of location and age entry criteria | limitations (one study moderate methodological limitations around sampling issues and rigour of data analysis) | concerns about relevance as only one study representing one country contributed to this finding | concerns about coherence (only one study offering data) | concerns about adequacy (only one study offering data) | confidence |
| Study 4<br>Consultations with stakeholders & service providers <sup>2,4</sup>                                                |                                                                                                                |                                                                                                 |                                                         |                                                        |            |

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***CAMH services***

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| 26. Stakeholders feel that need for crisis beds could be reduced by ensuring adequate community resources such as assertive outreach and early intervention services, however admission is required from ED for a CYP to have a CAMHS assessment | Moderate methodological limitations (one study moderate methodological limitations around sampling issues and rigour of data analysis) | Serious concerns about relevance as only one study representing one country contributed to this finding | Serious concerns about coherence adequacy (only one study offering data) | Serious concerns about adequacy (only one study offering data) | Very Low confidence |
| Study 11<br>Consultations with stakeholders <sup>2,4,7,8</sup>                                                                                                                                                                                   |                                                                                                                                        |                                                                                                         |                                                                          |                                                                |                     |

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***Police involvement and places of safety***

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| 27. Although some families report that they do not like police involvement, they find that it helps to deescalate situations | Moderate methodological limitations (two studies had moderate methodological limitations around sampling issues and rigour of data analysis) | Serious concerns about relevance as two studies representing one country (Canada) contributed to this finding | No concerns of coherence | Moderate concerns about adequacy (two studies with thin data) | Low confidence |
| Studies 9, 10                                                                                                                |                                                                                                                                              |                                                                                                               |                          |                                                               |                |

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| Service providers raised concerns regarding the lack of appropriate facilities to police cells as places of safety and feel that alternatives are needed |  |  |  |  | Ungraded not primary research |
| Consultations with service providers <sup>2,8</sup>                                                                                                      |  |  |  |  |                               |

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Key: CYP: children and young people; ED: emergency department; HCP: healthcare professionals; MH: mental health

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7. Royal College of Emergency Medicine. *National survey on mental health services for children and young people (CYP) in the emergency department (ED)*. London and Cardiff: Royal College of Emergency Medicine, <https://www.rcem.ac.uk/docs/RCEM%20Guidance/RCEM%20National%20Survey%20on%20CAMHS%20Report%20v3%20final.pdf> (2018, accessed 28 April 2020).
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