



Mental health care, faster and kinder.

STATEMENT OF PURPOSE

Care Quality Commission registered service, regulated activity

Company: Blip Healthcare Ltd (trading as blip)

Website: blip.org.uk

Registered Manager: Vivien Beni, RMN

Version: Draft 1.0, May 2026

1. Provider Information

Service provider: Blip Healthcare Ltd

Trading name: blip

Companies House number: [Pending registration]

Registered office: [Pending; Oswestry, Shropshire]

Service type: Independent specialist mental health service for children, young people and young adults

Regulated activity: Treatment of disease, disorder or injury

Registered Manager: Vivien Beni, Registered Mental Health Nurse, BSc (Hons)

Service contact: enquiries@blip.org.uk

Website: blip.org.uk

Date prepared: May 2026

Review date: Annually, or upon any material change to the service

2. Aims and Objectives

Blip provides clinical-grade community mental health care for children, adolescents and young adults aged 7 to 25, faster and more humanely than the wait. The service is led by a Registered Mental Health Nurse with NHS CAMHS experience and delivered by a multidisciplinary team of NHS-trained clinicians.

2.1 Our aims

- To deliver evidence-based mental health assessment and intervention to young people aged 7 to 25 within timescales that protect their wellbeing, education and family life.
- To bridge the well-documented care gap between the NHS CAMHS upper age limit and adult mental health services, providing continuity for the 18 to 25 cohort.
- To work as a trusted partner to local NHS, Local Authority, school and insurer commissioners, complementing rather than competing with NHS provision.
- To deliver care that is safe, effective, caring, responsive and well-led, in line with the Care Quality Commission's fundamental standards.

2.2 Our objectives

- Offer initial assessment within 3 weeks of referral.
- Begin agreed intervention within 2 weeks of assessment.
- Maintain a multidisciplinary team that includes consultant psychiatry, senior CAMHS practice, occupational therapy, family therapy and youth support.
- Measure clinical outcomes routinely and report quarterly to the board, with summary outcomes published annually.
- Maintain a safeguarding culture that places the safety of children, young people and young adults at the centre of every decision.
- Work in partnership with parents, carers and education staff where appropriate, with the young person's consent.

3. Service Users

3.1 Age range and population

Blip serves children, adolescents and young adults aged 7 to 25 who present with mental health needs that fall within our clinical scope. We accept referrals from across England and Wales for our remote service, with hybrid in-person provision available from month 12 of operation in Shropshire and adjacent counties.

3.2 Inclusion criteria

- Anxiety disorders, including generalised anxiety, social anxiety, panic, specific phobias, OCD presentations.
- Depression and mood difficulties.
- Emotional dysregulation.
- Self-harm presenting at low to moderate risk.
- School refusal and emotionally based school avoidance.
- Neurodevelopmental-related emotional needs, including ADHD and autism support interface.
- Family and relational difficulties impacting mental health.
- Transition-related mental health difficulties (school to work, university, early adulthood).
- Young people awaiting NHS CAMHS assessment, where Blip can provide bridging support.
- Young people stepping down from NHS Tier 3 or Tier 4 services into community-level care.
- Young adults aged 18 to 25 who have aged out of CAMHS or are not suited to adult mental health services.

3.3 Exclusion criteria

- Acute psychosis requiring inpatient assessment or treatment.
- Immediate high-risk suicidality requiring emergency or crisis-team intervention. Such cases are signposted to the appropriate NHS pathway and 999 / 111.
- Primary substance misuse requiring specialist addiction services, unless co-occurring with a primary mental health need.
- Forensic presentations requiring secure care.
- Looked-after children requiring placement-funded mental health support, except where specifically commissioned.

4. Services Provided

All services are delivered as part of an integrated care pathway. Service users are not offered standalone interventions; the multidisciplinary team agrees a coordinated care plan at MDT formulation following assessment.

4.1 Clinical interventions

- Initial assessment with a senior clinician, including risk assessment and outcome measures.
- Consultant psychiatric assessment, including formulation and, where indicated, medication review.
- Cognitive Behavioural Therapy (CBT).
- Integrative therapy and counselling.
- Family therapy and systemic intervention.
- Occupational therapy assessment and intervention focused on functioning, routines and sensory regulation.
- Youth support work, including school and home engagement where appropriate.
- Crisis prevention and safety planning.
- Discharge planning, relapse prevention and follow-up at 30 and 90 days.

4.2 Care pathway

Stage	Timescale	What happens
1. Referral and triage	0 to 5 days	Online form, phone triage, safeguarding screen, clinical sort.
2. Initial assessment	Within 2 to 3 weeks	Standardised clinical assessment, risk formulation, baseline outcome measures.
3. MDT formulation	Within 1 week of assessment	Case discussed at MDT; care plan agreed with the young person and family.
4. Intervention	6 to 20 weeks typical	Therapy, OT, family work, medication review as indicated.
5. Review and step down	At 6, 12 and final session	Outcome measures, safety plan, discharge plan.
6. Relapse prevention	As needed	Follow-up calls at 30 and 90 days; re-referral available.

5. Service Delivery

5.1 Modes of delivery

- Videoconferencing (clinical-grade telehealth) for the majority of sessions, suitable for most therapeutic interventions.
- Telephone for triage, brief reviews and contingency where video is not workable.
- In-person consultation from rented clinical rooms in Oswestry, Shrewsbury, Wrexham and Telford from month 12 of operation.
- In-person sessions are prioritised for occupational therapy, children under 10, family therapy with complex dynamics, and any case where remote delivery is clinically unsuitable.

5.2 Hours of operation

- Standard service hours: Monday to Friday, 09:00 to 18:00.
- Extended hours by appointment: Monday to Friday until 20:00; Saturday 09:00 to 13:00.
- Out-of-hours: Blip is not a crisis service. Service users in immediate distress are signposted to 111 (option 2 for mental health), Samaritans 116 123, Papyrus HOPELINE247 0800 068 4141, and 999 for life-threatening emergencies.

5.3 Locations

At the date of this Statement, Blip's registered location is its Oswestry registered office. All clinical activity is currently delivered remotely. As in-person sessions begin, the locations will be added to the CQC registration via a variation request.

6. Service User Involvement

- Care plans are co-produced with the young person and, where appropriate, family or carers.
- Young people aged 16 and over are presumed to consent to their own care unless there is reason to believe otherwise.
- Young people under 16 are assessed for Gillick competence in relation to specific decisions.
- Service users are invited to provide feedback at intake, mid-care, and discharge through structured outcome and experience measures.
- Lived-experience advisors will be appointed at board level by the end of Year 1.
- Complaints and compliments are received via the website complaints page, by email or by phone, with a clear procedure published at blip.org.uk/complaints.

7. Workforce

7.1 Multidisciplinary team

- Registered Manager and Clinical Lead: Vivien Beni, RMN.
- Consultant Psychiatrist (sessional, GMC registered).
- Senior CAMHS Practitioners (NMC or HCPC registered).
- Occupational Therapist (HCPC registered).
- Family Therapist (UKCP, AFT or equivalent).
- Therapists and Counsellors (HCPC and BACP / BABCP registered).
- Youth Support Workers (qualified, supervised by senior clinicians).

7.2 Recruitment, induction and training

- All staff and associates undergo Enhanced DBS checks, kept on the Update Service.
- Professional registration verified at recruitment and reviewed annually.
- References taken from at least two professional sources, including the most recent employer.
- Mandatory induction covering safeguarding, information governance, clinical record keeping, lone working and crisis pathways.
- Annual mandatory training programme aligned with the Core Skills Training Framework.
- Clinical supervision: minimum monthly individual, weekly MDT case discussion.
- Annual appraisal for all staff.

8. Equality, Diversity and Inclusion

Blip is committed to providing services free from discrimination and to making reasonable adjustments to ensure access for all young people who meet our clinical criteria.

- Services are open to young people regardless of ethnicity, gender identity, sexual orientation, disability, religion, or socioeconomic status.
- Reasonable adjustments are made for young people with sensory, communication or neurodevelopmental needs.
- Interpreters and translation are available on request.
- Easy-read formats of key information are provided where needed.
- Equality data is collected, with consent, to monitor access and outcomes by protected characteristic.

9. Quality and Governance

9.1 Clinical governance

- Weekly multidisciplinary team supervision and case discussion.
- Monthly safeguarding audit.
- Quarterly clinical outcomes report to the board.
- Annual internal audit against the CQC Key Lines of Enquiry.
- Named Safeguarding Lead, Level 3 trained, accessible to all clinicians.
- Incident reporting via the clinical record system, with Duty of Candour process for any notifiable safety incident.

9.2 Information governance

- Registered with the Information Commissioner's Office as Data Controller.
- Compliant with UK GDPR and the Data Protection Act 2018.
- Caldicott Guardian appointed.
- All clinical records held in a UK-hosted clinical record system with encryption at rest and multi-factor authentication.
- All video sessions delivered via clinical-grade telehealth; no consumer-grade video tools are used for clinical sessions.
- Subject Access Requests handled within statutory timescales.

10. Registered Manager

Name: Vivien Beni

Professional registration: Registered Mental Health Nurse, NMC PIN [Pending]

Qualification: BSc (Hons) Mental Health Nursing

Current relevant experience: CAMHS practitioner within the NHS [Trust to be confirmed]

Specialist areas: Crisis, trauma, neurodivergence, training [confirmed at Fit Person interview]

The Registered Manager has overall responsibility for the day-to-day delivery of the regulated activity, the safety and quality of care provided, and compliance with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

11. Locations and Contact

Registered office: [Pending; Oswestry, Shropshire]

Telephone: [Pending]

Service email: enquiries@blip.org.uk

Complaints email: complaints@blip.org.uk

Referral email: referrals@blip.org.uk

Website: blip.org.uk

Statement

This Statement of Purpose is reviewed annually, and earlier where the service materially changes. The current version is published at blip.org.uk and a copy is held on file at the registered office and at the Care Quality Commission. Service users, families and commissioners may request a copy at any time.