

## MEDIA BRIEFING

---

ES\_04\_17

7 February 2017

Leicestershire Partnership NHS Trust was inspected by the Care Quality Commission (CQC) during the week of 14 November 2016. The CQC has published their findings today (8 February 2017).

Our staff are our greatest asset, and we are proud that the inspectors have once again praised their care and compassion. The CQC identified many 'good' areas within our practice and services; we are particularly proud of the 'outstanding' rating we have received for the care we provide children, young people and families in the community. Their report highlights the progress and improvements we have made in many areas across our services since the previous inspection in March 2015, including a 'good' rating for our CAMHS inpatient ward and an appreciation of the progress we have made in our adult mental health services. However, they have highlighted some areas for improvement, which means that we have received a 'Requires Improvement' rating overall.

Although disappointing, the CQC overall rating is a fair assessment of the improvement journey we are on as a Trust and we remain confident that we are moving in the right direction. We agree that there is more work to be done, particularly in relation to our CAMHS community health services, for which we are only part-way through our improvement strategy.

The CQC inspected all 15 core services across community and mental health against five domains: safe, effective, caring, responsive and well led. They rated our Trust as 'good' for caring, and as 'requires improvement' for responsive, effective, well led and safety. *Please see the attached chart.*

Here are a few highlights from the report, of which we are particularly proud.

- **We have been recognised as 'good' in the 'caring' domain.** The CQC observed that our nursing staff act in a caring and respectful manner; that patients were positive about their care and treatment and that they felt safe on our wards.
- **Our community health families, young people and children service has been rated as 'outstanding' for 'caring'** due to our innovative tools for helping children and families to understand their condition or prepare for treatment, and the consistently positive feedback we receive.

- We have been praised for our **open and honest culture**, and our staff engagement and morale. The report highlights our 'maturing safety culture', our 'well-developed audits to monitor the quality of services' and 'effective safeguarding processes'.
- **The report recognises that we have strengthened our processes in relation to the Mental Health Act**, previously identified for improvement.
- **Improved safety** at Bradgate mental health unit, at Herschel Prins, and in our end of life care services
- Patients, service users and carers were positive about their care and treatment

We are pleased that our ratings have improved to 'good' for many services: children's mental health inpatient ward, end of life care, secure inpatient mental health ward; and we have retained a 'good' rating for our children's community services, older people's wards for mental health, and community learning disability services.

We agree that the waiting lists from assessment to treatment are too long for our community child and adolescence mental health service, which has resulted in an 'inadequate' rating for safety and responsiveness. We are very aware of this and are working with our commissioners to identify new resources. We have been reviewing our CAMHS community model over the last year and are only part-way through the changes we want to make. During this time, we have so far, significantly reduced waiting times from referral to initial assessment, we have launched a new CAMHS eating disorders service, and we have been successful in receiving funding to create a new crisis and home treatment service. The next area of focus within the strategy will be to address the long internal waiting lists. We will be urgently reviewing with all partners how these waits can be reduced by holding a CAHMS summit soon. It has been well publicised in national media about the increase in child and adolescent mental health referrals and so it is critically important that we can respond to this ever increasing demand to ensure our local children and young people get the best mental health care in the community.

Below is some further detail on the other areas identified for improvement and our response.

- **The CQC identified some remaining safety issues in our mental health wards**, although they acknowledged that some work has taken place, or has been planned to address these. We have undertaken almost £3m worth of ligature improvement works over the last three years and have committed a further £250,000 this year and £500,000 next year, to address the remaining identified ligature risks.
- **We acknowledge that our mental health place of safety suite for Mental Health Act 135/136 assessments is not ideal.** We are working with our commissioners to establish the provision of a £500,000 all-age place of safety facility that is fit for the future, due to be completed by April this year.
- **Some wards or community teams have been identified as needing better management or storage of medicines.** We are revisiting our action plans to address this.
- **A couple of teams did not have all the essential emergency equipment they may need.** We have rectified this immediately. The report does state that 'the majority of clinic rooms were equipped with accessible resuscitation equipment and emergency drugs and these were regularly checked by staff.'
- **We acknowledge that there is still more to do around our staff understanding of some aspects of the Mental Capacity Act to ensure practices are embedded and applied correctly.** We have begun a comprehensive review of the training that is offered as part of this improvement strategy. Since the last inspection we have

introduced a self-regulation process for teams, as well as clinical forums and champions to support staff. These initiatives will take time to embed.

- **The reliance on the use of bank and agency staff to make up safe staffing levels and the right skill-mix of staff.** There is national shortage of nursing staff, however we continue to ensure regular agency staff are fully trained alongside permanent staff; whilst continuing to look at new ways to recruit more staff.
- Demand often outstrips bed availability in mental health inpatients, meaning **some patients have to go out of area**, which we know is not ideal. The mental health pathway is under significant pressure. We are actively working with partners in social care and housing to improve speedier discharge of patients who do not need to be in hospital for longer than necessary, to ensure more beds are available locally for those that really need them. This remains a significant daily challenge.
- **We accept that we need to reduce our waiting times to access treatment from some of our services.** We have carried out a focused project over the last 18 months supporting teams to better understand and proactively manage waiting lists. This has had a positive impact with the teams we have worked with so far, and we will continue to review it.

We positively encourage our staff to continuously improve care in innovative ways, so we are pleased that the CQC has highlighted several areas of outstanding practice. This includes our mental health street triage scheme in partnership with the police, our new digital app for younger people with onset dementia, our use of web apps and social media to engage children and young people, our co-design project with patients with learning disabilities to improve our services for them, and the partnership work between our intensive community support service and the local authority's home care assessment enablement team (HART). [Case studies available on request – see below summaries\*]

Dr Peter Miller, chief executive of LPT, said: "Our priority is always to provide the highest quality care to our patients, service users and their families, and to find the best ways to do this. The CQC inspection is a point in time along our improvement journey. We have much to be proud of, and more to do. Many of our changes will take much longer to embed than eighteen months; though we are pleased that our progress to date has been recognised. There remain significant pressures in the system around mental health care; we are committed to working with our partners to improve this flow around the system. The CQC has not highlighted anything we are not already actively addressing or have not planned to address.

"Thank you to our staff for their continued commitment, incredible compassion and hard work, which has helped to move forward at a time when our services are getting busier and when we don't have as many permanent staff as we would want. The CQC interviewed 324 patients and carers as part of their inspection. Their findings reflect the feedback we regularly receive, that 'patients are positive about their care and treatment'. This is down to the care and respect our 5,500 staff show every day. Despite our challenges, I am confident about the journey we are on, proud of our achievements so far, and committed to providing the best services for patients and their families."

Jeffrey Worrall, Delivery and Improvement Director at the NHS Improvement said: "Staff at Leicestershire Partnership NHS Trust, continue to work very hard to deliver a high quality

and caring service which is acknowledged by this inspection. We recognise that there has been improvement particularly within the safety domain since the last inspection in 2015.

We will support the Trust as they continually improve across all areas identified, and monitor delivery of their quality improvement action plan and efforts to improve the patient experience."

-ENDS-

**\*Areas identified as outstanding practice – available as case studies/interviews**

- **In mental health and learning disability services**

- The triage car and criminal justice and liaison services, launched in 2014, has improved access to assessments for people who may have mental health needs, who come to the attention of the police. A police officer and mental health nurse attend such incidents in an unmarked car. Staff undertake assessments in an interview environment that provide dignity and confidentiality within the vehicle. The triage car is called to all incidents where a police officer believed it may be appropriate to detain a person under Section 136 of the Mental Health Act.
- Within the learning disability service staff have developed easy read care plans for patients that explained their treatment in pictures as well as words.
- Staff have developed a digital app for younger people with dementia. The app can be downloaded free of charge onto a mobile phone, tablet or computer. The app brings together up-to-date information, advice and inspiration from others who have the condition. It was highly commended in the Innovation Support Service Development category of the Care Coordination Association 2016 awards.
- The primary mental health team had a professional's consultation line. The use of social media had been developed to help engage young people in asking questions and to seek help and advice about mental health issues.

- **In community health services for adults**

- There was a six week pilot of joint working between the trust's intensive community support team and the local authority's home care assessment enablement team (HART). A HART team was co located with an intensive community support team at Loughborough Hospital, enabling the HART team, to coordinate the involvement of social care services in the discharge planning of patients.

- **In community health inpatient services**

- Coalville hospital has introduced activity co-ordinators to the inpatient wards (known as the pink ladies). This improves the patient experience and has increased the activities available on a day-to-day basis.
- Rutland Ward went the extra mile to locate a husband and wife together on the ward whilst both required inpatient services. Staff on this ward also facilitated a group of patients to have a socialised lunch with prescribed alcoholic beverages.
- An electronic prescribing system was introduced in all community hospitals to support the safe administration of medicines.

- **In the community children and young peoples' service:**

- The web based health, text service and web chat service for young people has proven to be a successful way to communicate with youngsters and provide

appropriate information. The planned health visitor inclusion for mothers and families provides further support for all.

---

### **Note to editors**

**Leicestershire Partnership NHS Trust (LPT)** provides a range of health and wellbeing services mainly for people living Leicester, Leicestershire and Rutland. The Trust serves a population of one million, has a budget in excess of £282 million and employs approximately 5,400 staff. For more information visit [www.leicspart.nhs.uk](http://www.leicspart.nhs.uk)

**For further information, including interview requests, please contact:** Kamy Basra, Head of communications, tel: 0116 295 0924, Email: [kamy.basra@leicspart.nhs.uk](mailto:kamy.basra@leicspart.nhs.uk)