

Wednesday, 14 September 2016

Health Overview and Scrutiny

**Coventry and Warwickshire
Partnership NHS Trust**

Simon Gilby, Chief Executive

*It's your
time to shine*

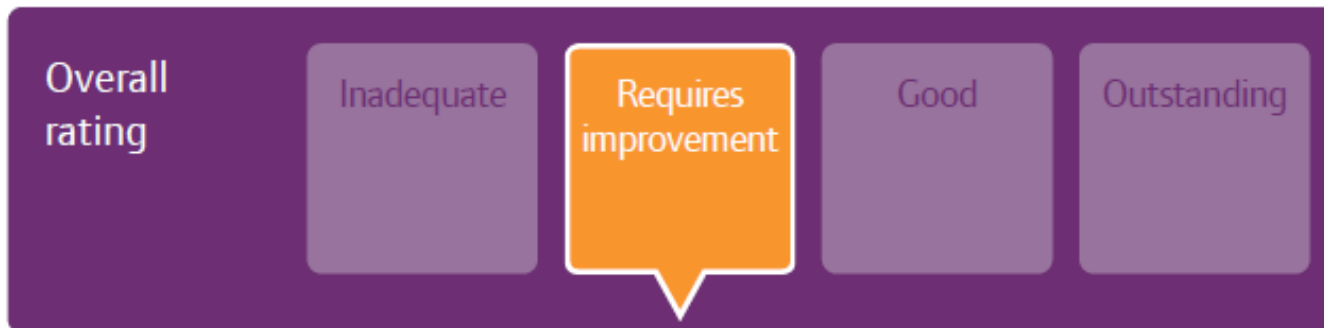


- Positive experience
- Welcome the report and accept the findings
- Pleased that CQC have identified areas of success & good practice
- Recognise that there are areas that require attention
- Range of immediate actions taken and improvements made

The image shows the cover of the Coventry and Warwickshire Partnership NHS Trust Quality Report. It features the Care Quality Commission logo at the top left. The title 'Coventry and Warwickshire Partnership NHS Trust Quality Report' is prominently displayed in white text on a dark purple background. Below the title, contact information for Wayside House is provided, along with the date of inspection (11-15 April 2016) and the date of publication (12/07/2016).

Core services inspected	CQC registered location	CQC location ID
Community-based mental health services for older people	Wayside House (Trust headquarters)	RYGCR
Long stay/rehabilitation mental health wards for working age adults	St Michael's hospital Hawkesbury Lodge Highfield House	RYG79 RYG51 RYG05
Acute wards for adults of working age and psychiatric intensive care unit	Caludon Centre St Michael's hospital	RYG58 RYG79
Wards for older people with mental health problems	Manor Hospital St Michael's hospital	RYGCW RYG79
Community-based mental health services for adults of working age	Wayside House	RYGCR
Mental Health crisis services and health based places of safety	Wayside House	RYGCR
Community mental health services for people with learning disabilities	Wayside House	RYGCR
Wards for people with learning disabilities	Brooklands Hospital	RYG12
Forensic inpatient/secure wards	Brooklands Hospital	RYG12

1 Coventry and Warwickshire Partnership NHS Trust Quality Report 12/07/2016



Are services



Ratings by service (1)

	Safe	Effective	Caring	Responsive	Well led	Overall
Acute wards for adults of working age and psychiatric intensive care units	Inadequate	Requires improvement	Good	Requires improvement	Requires improvement	Requires improvement
Community dental services	Requires improvement	Good	Good	Requires improvement	Requires improvement	Requires improvement
Community health services for adults	Requires improvement	Good	Good	Good	Good	Good
Community health services for children, young people and families	Good	Good	Outstanding ★	Good	Good	Good
Community mental health services for people with learning disabilities or autism	Requires improvement	Requires improvement	Good	Good	Requires improvement	Requires improvement
Community-based mental health services for adults of working age	Requires improvement	Requires improvement	Good	Good	Good	Requires improvement
Community-based mental health services for older people	Good	Requires improvement	Requires improvement	Good	Requires improvement	Requires improvement

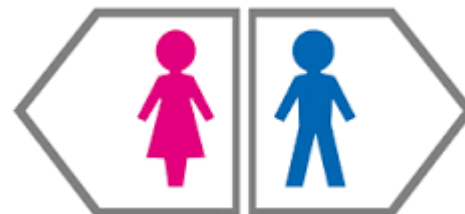
Ratings by service (2)



	Safe	Effective	Caring	Responsive	Well led	Overall
Forensic inpatient/secure wards	Requires improvement	Good	Good	Good	Good	Good
Long stay/rehabilitation mental health wards for working age adults	Requires improvement	Requires improvement	Good	Requires improvement	Requires improvement	Requires improvement
Mental health crisis services and health-based places of safety	Good	Good	Good	Good	Good	Good
Specialist community mental health services for children and young people	Good	Good	Good	Requires improvement	Good	Good
Wards for older people with mental health problems	Requires improvement	Requires improvement	Good	Requires improvement	Requires improvement	Requires improvement
Wards for people with learning disabilities or autism	Requires improvement	Requires improvement	Good	Good	Requires improvement	Requires improvement
End of life care	Good	Good	Outstanding ★	Good	Good	Good

Eliminating Mixed Sex Accommodation

- We have worked with Commissioners
 - Weekly count/report in place
 - Improvement Plan to redress issues by end of Sept 2016
 - Financial penalties apply from Oct 2016
 - CQC/NHSI fully informed of our plan
- Focussed on management of bedrooms, bathrooms and lounge areas.
 - We are committed to the provision of single sex accommodation - Progressing our Acute Care Business Case
 - Daily assurance that patients within an area of mixed sexes have the appropriate risk assessments and care plans in place.
 - Policy now revised – including Executive sign off for all admissions/transfers that will breach



Is it
safe?

Requires
improvement

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What we are proud of:

- Ward equipment was well maintained and the wards were clean, bright and airy (Acute)
- Embedded Audit & Evidenced Based Practice (CFS)
- In older adults wards staff used the 'Modified Early Warning Signs' (MEWS) tool on all wards (Acute)
- In community services - Staff reported incidents appropriately, incidents were investigated, shared & lessons learned (ICS)

What will we improve:

- Management of ligature risks / ligature cutters (Acute)
- EMSA (Acute)
- Maintaining safe staffing (Acute)
- Develop risk assessments to give a robust oversight & management of risks within the service (Dental)
- Training in safeguarding, capacity, consent (All)
- Consistent approach to seclusion management arrangements (Acute)

*Is it
Effective?*

Requires
improvement

What we are proud of:

- End of Life – outstanding (ICS)
- Community health services for children, young people and families (CFS)
- Good and meaningful patient interactions (Acute)
- Good working with other care agencies (Acute)
- Multi Agency / Multi-Disciplinary Working (CFS)

What will we improve:

- MHA documentation, including arrangements for section 17 leave (Acute) and section 37/41 (ICS)
- Consistency of Supervision Arrangements (All)
- Staff knowledge and understanding of MCA (2005) (ICS)
- Risks Assessments/Care Plans – Team Governance (All)
- Documentation of patients access to IMHAA (Acute)

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Effective



Is it
Caring?

Good

What we are proud of:

- Staff were welcoming, friendly and accommodating (All)
- Staff took care to preserve privacy and dignity (Acute)
- Patients and carers informed and involved (Acute)
- Above & Beyond: “Extra Mile” – Parental view (CFS)
- Children felt respected, valued and supported to achieve their potential (CFS)
- Patients privacy, dignity & confidentiality were respected at all times (ICS)

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Caring

What will we improve:

- Patient and carer involvement in care planning – documentation (ICS and Acute)
- Robust documentation and staff understanding / awareness of Gillick competency (Acute)

*Is it
Responsive?*

Requires
improvement

What we are proud of:

- Prompt response to patients needs (Acute)
- Rapid access to a psychiatrist in inpatient areas when required (Acute)
- Person centred delivery of care (Acute)
- Morale across CAMHS (CFS)
- Flexibility of Service/Access (CFS)
- Patients had access to a wide range of information on treatments, local services, patients rights & how to complain (ICS)

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Responsive

What will we improve:

- Clinical Documentation (All)
 - Risk Assessment
 - Personalised Care Planning
- Allocation of Care Coordinators (ICS)
- Waiting List Management (Dental/ICS)



Is it Well Led?

Requires improvement

What we are proud of:

- Staff were aware of the Trust vision and values (All)
- Managers said they had sufficient authority and felt able to carry out their role effectively (Acute)
- Staff felt supported by their immediate managers and senior managers within the community services (ICS)
- Staff felt well led identifying clear and visible leadership (CFS)
- There were well-developed audits in place to monitor the quality of the service (All)

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What will we improve:

- Ensuring sufficient staffing, continuing to reduce reliance on agency (Acute)
- Waiting List Management (Dental)
- Continued focus on Positive Behaviour Support / Restraint Reduction work (Acute)
- Embedding governance systems at a team level (All)

- Detailed improvement plan submitted to CQC on 12 August 2016 – focussed on outcomes & tangible assurance
- Monthly progress report to Board
- Many improvements already completed
- Completion timescales for all other improvements
- Date for CQC re-visit to be arranged.

IMPROVEMENT PLAN



Coventry and Warwickshire Partnership NHS Trust

An organisation of professional, skilled, committed, caring and well-led staff, working hard to deliver safe, responsive and effective care – day in and day out.

