



# Quality Report

Quarter 2  
July – September 2014

**Vision:**  
*Leading in partnership  
to improve health and well-being by providing  
high quality care*



The **Lache Integrated Early Support Centre** was visited by the Prince of Wales and the Duchess of Cornwall on a recent visit to Chester. Launched last October, the **innovative Integrated Early Support (IES)** has already shifted demand from social care to early support through timely multi-disciplinary problem identification, assessment and intervention.

Prince of Wales and the Duchess of Cornwall – pictured sampling food prepared by service users from the Healthy Eating Group  
See page 7

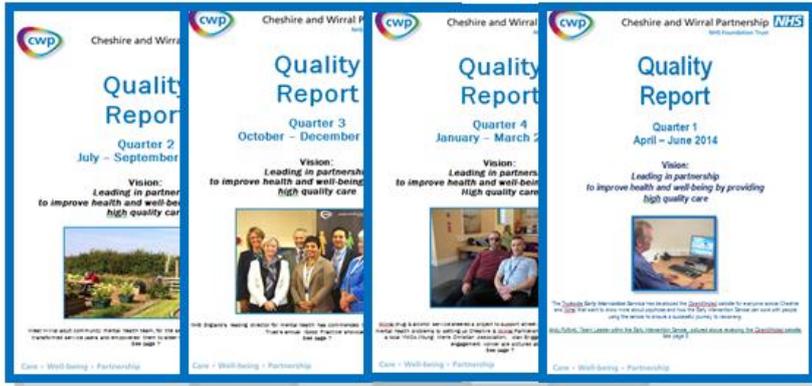
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An explanation of terms used throughout this report is available on the Trust's internet:  
<http://www.cwp.nhs.uk/reports/1628-quality-reporting-glossar>

## Welcome to CWP's second Quality Report of 2014/15

These reports are produced every quarter to update staff, people who use the Trust's services, carers, the public, commissioners, internal groups, and external scrutiny groups on progress in improving quality across CWP's services, which CWP is required to formally report on in its annual *Quality Account*.



CWP's *Quality Account* 2013/14 and the previous *Quality Reports* of 2013/14 and 2014/15 are available on the Trust's internet site:

<http://www.cwp.nhs.uk/our-publications/reports/categories/431>

Reporting on the quality of the Trust's services in this way enhances public involvement by strengthening the Trust's approach to listening and involving the public, partner agencies and, most importantly, acting on the feedback the Trust receives.

Quality in the NHS is split into three parts. It can mean different things to different people, for example:



**This report is just one of many reviewed by the Trust's Board of Directors.** Other reports include:

- the three times a year *Learning from Experience* report – reviews learning from incidents, complaints, concerns, claims and compliments, including Patient Advice and Liaison Service [PALS] contacts;
- the quarterly Infection Prevention and Control report – reviews the management and clinical governance systems in place to ensure that people experience care in a clean environment, and are protected from acquiring infections;
- the monthly Performance dashboard – reviews the Trust's quality and safety performance by reporting on compliance in achieving key local and national priorities;
- the Medicines Management Group newsletter – contains clinical information for practitioners, articles of interest and general pharmacy information for ward staff and teams.

**Together, these reports give a detailed view of CWP's overall performance.**

This *Quality Report* provides a highlight of what CWP is doing to continuously improve the quality of care and treatment that its services provide.

## EXECUTIVE SUMMARY – QUALITY HEADLINES THIS QUARTER

CWP has made good progress in delivering against its trustwide **quality priorities** for 2014/15 in quarter 2.

➔ [see page 5](#)

Service users from the **Links Healthy Living Centre** give their feedback on the services provided there by **Physical Health West** staff.

➔ [see page 6](#)

The **Prince of Wales** and the **Duchess of Cornwall** visited the **Lache Integrated Early Support Centre** during their recent visit to Chester to hear about its innovative work.

➔ [see page 7](#)

The **Older People's Memory Service West** has received an accreditation of “**excellent**” from the **Memory Services National Accreditation Programme (MSNAP)**.

➔ [see pages 7 & 8](#)

CWP has been **shortlisted** for the Innovation in Mental Health – HSJ Award 2014.

➔ [see page 8](#)

The **Care Quality Commission** has published the results of the **2014 Community Mental Health Survey** – CWP received **positive** results.

➔ [see page 10](#)

CWP has received 324 **formal compliments** about the quality of its services during the second quarter of 2014/15.

➔ [see page 12](#)

## QUALITY PRIORITIES 2014/15

CWP has set three **trustwide quality priorities** for 2014/15, which reflect the Trust's vision of "**leading in partnership to improve health and well-being by providing high quality care**". They are linked to the Trust's strategic objectives, and reflect an emphasis on **patient safety, clinical effectiveness and patient experience**.

The Trust has made a commitment in its *Quality Account* to monitor and report on these in its quarterly *Quality Reports*. This year, the common focus across all the priorities is **reducing unnecessary avoidable harm** to help reduce avoidable variations in the quality of care and to improve outcomes.

### **Patient Safety priority for 2014/15 – Achieve a continuous reduction in unnecessary avoidable harm and make measurable progress to embed a culture of patient safety in CWP, including through improved reporting of incidents**

CWP has worked towards achieving this quality priority, as detailed below:

- All **Education CWP trainers** have been scheduled to attend **Human Factors** workshops to ensure that the principles of **SBAR** (Situation – Background – Assessment – Recommendation) are embedded into the training where appropriate. SBAR actively focusses on how to **improve communication**, in particular verbal communication. The tool can be used to shape communication at any stage of the **patient's journey**. When staff use the tool in a clinical setting, they make a recommendation which ensures that the reason for the communication is clear which is important in **improving overall patient safety**.
- The Trust has successfully recruited to the role of **Effective Care Planning Lead**. The role will be to lead in the delivery of a Trustwide **Care planning/ CPA/ risk management** programme, which includes staff education and strategic document development. A Trustwide review of existing CPA practices is underway to develop ways to promote safe and effective day to day services which are **person centred, focus on recovery** and include co-produced, holistic assessments. The aim is for the Trust to become outcome orientated, providing **increased local assurances, dynamic risk assessments and care plans** that are developed with people who use the Trust's services that acknowledge their **needs, strengths and aspirations**.

### **Clinical Effectiveness priority for 2014/15 – Achieve a continuous improvement in health outcomes for people using the Trust's services by engaging staff to improve and innovate**

CWP has worked towards achieving this quality priority, as detailed below:

- The Trust has launched an **Innovation Competition**. Development funding will be awarded to the ideas with the greatest potential to **improve quality**, make processes and provision more **effective**, or **improve patient experience**.
- **85 good practice stories** were shared with others through the Trust's best practice site. The best practice stories were featured in the Trust's second **Big Book of Best Practice** and were showcased at the Best Practice Event on 30 September 2014. A special edition of the Quality Report is in development to focus on a number of best practice stories and share some of the outcomes achieved.

### **Patient Experience priority for 2014/15 – Achieve a continuous improvement in people's experience of healthcare by promoting the highest standards of caring through implementation of the Trust's values**

CWP has worked towards achieving this quality priority, as detailed below:

- The **6Cs: Care, Competence, Compassion, Commitment, Communication and Courage** are now incorporated into the **staff appraisal documentation** which is now available on the intranet. This will help staff to deliver compassion in practice.



#CWPZeroHarm

## IMPROVING OUTCOMES BY SUPPORTING RECOVERY

CWP is committed to **improving outcomes** for the people who use its service, so that the care and treatment that the Trust provides improves their **quality of life, social functioning and social inclusion**, self-reported **health status** and supports them in reaching their best level of **recovery**. Recovery is CWP's approach to **helping people to be the best they can and want to be**. In each Quality Report, CWP reports on how its services are improving outcomes for people who use its services by supporting recovery.

The **Healthy Living Team** offers a four week course called '**Cook well for Diabetes**'. It is designed for people with type 2 diabetes to help them to understand what is meant by a healthy diet. The course covers cookery demonstrations, new recipe ideas, food labels, portion sizes and glycaemic index. Over the past year the course has been well attended and the participants have been reporting various health improvement benefits, one of these people is **James** (pictured right). **James** joined the Healthy Living Centre activities in February 2014 when he enrolled onto '**Cook Well for Diabetes**'. Having completed the course he is enthusiastic about the impact it has had on his eating habits and health.



**James** stated:

*"The course has really opened my eyes about cooking and shopping, what I have learned is unbelievable... I have learned how to eat properly and lost weight, I eat less sugar which means my blood sugar has stabilised and my cholesterol has reduced to a healthy level."*

**Babies First Bites** is a one week information session for parents of young babies who are preparing to start the weaning process. The weaning sessions are designed and delivered through a collaboration with the **Community Nursery Nursing Team** and **Healthy Living Centre Community Food Workers** and provide information for the new parents which focuses on baby led weaning and producing healthy home cooked meals for the whole family. **Pamela** (pictured left) was introduced to the healthy living service when her daughter was four months old and **Pamela** wanted to prepare for weaning at 6 months. The weaning sessions provided her with **evidence based information and advice** to help her and her husband provide a healthy balanced diet for their young daughter. **Pamela** took part in the '**Look and Learn**' cooking demos, the '**Learn to Relax**' session and a '**Food Labelling**' session.



**Pamela** said:

*"The weaning and cookery sessions have made me realise how unhealthy our diets were, we have changed the way we are eating as a family and I am making my own food for my daughter... I wouldn't have done any of this before. I feel now that we can be a good example to our daughter as she grows up'.*

**Physical Health West's Health Promotion Team** has been helping people who use its services to stop smoking. They helped **John** who smoked 20 to 30 roll up cigarettes a day when he was diagnosed with COPD (Chronic Obstructive Pulmonary Disease). He'd tried "half-heartedly" to give up smoking before, but it wasn't until he attended his stop smoking service **Quit4Good**, that he was able to finally say goodbye to smoking. He says that the support and treatment he got to help him give up was really effective. **John** says that more should be done to inform people of the risks of smoking, especially young people. **John** said:

**John**'s still getting support from the **British Lung Foundation**, and is currently attending **Why Weight?** his local **CWP NHS adult weight management service** and has recently lost weight, which he knows will help with his COPD too. **John** said that if he hadn't stopped smoking his COPD would have got worse and he would now be on "oxygen or dead" – he says that he hopes it will **extend his life** considerably and that his **quality of life will be better**.

*"If I see a young person smoking, I want to tell them if you carry on smoking you'll be like me in your 30's", but he says that they "foolishly carry on... they think they can't stop. They need to do it the way I did it... try it that way".*

## QUALITY SUCCESS STORIES

In addition to earlier success stories featured in the report, below is a summary of some of CWP's other success stories over the past quarter in **promoting quality** within the communities that the Trust serves, and in **improving the quality of the Trust's services**.

### Patient Safety News



CWP staff working in the **Lache Integrated Early Support Centre** in Chester met the **Prince of Wales** and the **Duchess of Cornwall** on a visit to Chester on Friday 12 September.

The **Lache Integrated Early Support Centre** has helped to **cut 24% of referrals to social services**. Launched last October, the **innovative Integrated Early Support Service (IES)** has already shifted demand from social care to early support through timely multi-disciplinary problem identification, assessment and intervention. IES has been established to intervene, in a joined up way and at the earliest possible stage, to tackle problems as they emerge for people who use its services. **Early intervention** can prevent an escalation of problems and improve people's life chances. In the current economic climate **Integrated Early Support** can ensure that people at risk do not become further away from economic and social activity, thus improving patient safety as a result.

**Health Visitors Beth Nixon, Vicky Connolly and Sally Williams** and **Nursery Nurse Diane Hollis** were all invited to meet the Royal couple to celebrate all the hard work they have done for the Lache community. **Vicky** was asked about health visiting. **Prince Charles** commended the team and said:

*You're amazing; I don't know how you do it!*



The royal visitors saw and experienced a variety of the skills and classes offered to local families, including a healthy eating class.

Pictured left – **Prince Charles** and the **Duchess of Cornwall** sample food with the **Healthy Eating Group**.

The Royal visitors' packed programme to Chester also saw the **Duchess of Cornwall** visit the **Countess of Chester Country Park** to open the new facility for local people.

**Sheena Cumiskey, Chief Executive**, (pictured right) stated:

*We are delighted that our Royal visitors were able see the fantastic **partnership work** that we are involved in that makes such a **positive difference to people's lives**.*



The **Older People's Memory Service West** has received an **accreditation of "excellent"** from the **Memory Services National Accreditation Programme (MSNAP)**. The **Older People's Memory Service West's** team consists of professionally trained staff providing assessment, diagnosis and treatment for people with a range of memory problems. The team also offers support for those with memory problems and their carers.

The **MSNAP** accreditation committee consists of formal representatives from the professional bodies involved in the assessment and diagnosis of dementia. This includes the **Royal College of Nursing, British Psychological Society, College of Occupational Therapists, Alzheimer's Society** and the **Royal College of Psychiatrists**. People with dementia and carers are also represented on the accreditation committee.



As part of the accreditation audit, **MSNAP** looked at feedback received from the following – patient questionnaires, carer questionnaires, staff questionnaires and referrer questionnaires. Some examples of the positive feedback received from the questionnaires and the **MSNAP** peer review team are:

*The service has a strong focus on developing their non-pharmacological interventions through the post diagnostic support group, wellbeing group and cognitive stimulation therapy.*

*There is a seamless link between the memory service and the Alzheimer's Society Dementia advisor.*

*The rooms are very spacious and comfortable. There is an information section in the waiting area as well as a computer which staff help people to use. There are also flowers and music which give a very welcoming atmosphere.*



**Maple Ward**, part of the **Child and Adolescent Mental Health Service**, has received an accreditation of “**excellent**” from the **CAMHS Quality Network for Inpatient CAMHS**.

The **CAMHS Quality Network for Inpatient CAMHS** received feedback from both young people and parents which was **positive**, particularly in relation to the **staff**, their involvement in **care planning**, and the **admission process**.

## Clinical Effectiveness News



**CWP** has been shortlisted for the **Innovation in Mental Health – HSJ Award 2014**.

With one person in four now experiencing a mental health problem in any given year, and up to one in 100 people living with serious mental illness, innovation is needed now more than ever.

The **Innovation in Mental Health HSJ Award** is about seeking out the innovation that is leading the way in delivering better services, empowering people who use services, putting them at the centre of care, engaging the community and reducing stigma. **CWP** has been shortlisted for the award for the creation of the **my mind website**, run by **CWP CAMHS**. The site was developed for everyone interested in the mental health and well-being of children and young people across Cheshire and Wirral.



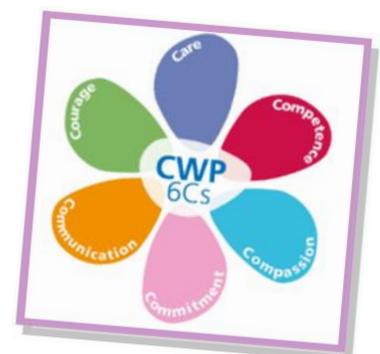
**Physical Health West's Community Nursing service** is transforming their service in relation to the care and treatment provided for managing **Chronic Oedema**.

The **service transformation** is being achieved by adopting a **multi-faceted approach** that illustrates the pillars of good care, incorporating:

**Care:** Ensuring best practice approach acknowledges the duty of care that professionals have to improve outcomes

**Compassion:** The needs of this patient population is essential to address the holistic often complex needs

**Competence:** Highly specialist nurses (geographically located) undergoing accredited training to equip them to act as link nurses. Training is also being provided to all qualified staff caring for such patients, to equip them with fundamental skills.



**Communication:** Between patient and healthcare professionals. The aim is to eventually provide training to all care providers.  
**Courage:** Is essential to address care provision and drive change. Some patients had received treatment for years with little or no improvement.  
**Commitment:** Ongoing improvement. The Trust has committed financially and individuals have committed time to improve the care they provide.

The process has up-skilled professionals to improve access to appropriate management. It is envisaged that this will lead to job satisfaction, cost minimisation and most importantly **improved quality of life**.

**Case Study:** 80 year old female was receiving visits from community nursing services for 16 weeks for bilateral leaking legs. Initially her legs were exuding high levels of serous fluid and she had 2 incidences of cellulitis which resulted in oral antibiotic therapy. The community nursing service visits over the period cost £349.60 and the dressings used cost £952, a total of £1301.60.

Following a Doppler assessment (where an ultrasound measures the blood flow in the leg), it was determined that the lady was suitable for chronic oedema bandaging. Both legs were bandaged toe to thigh 3 times per week for 4 weeks. The leakage reduced until the legs were healed. She remained in chronic oedema bandaging (changing it once a week) for a further 6 weeks, providing skin care every visit. The lady was then measured for 'made to measure stockings' and will be managed in future by her carers. The community nursing service visits over the period cost £209.76 and the dressings used cost £305.04, a total of £514.80.

By transforming the care and treatment offered for the management of **Chronic Oedema, Physical Health West's Community Nursing service** saved a total of **£786.80** in the overall cost of the treatment provided to this lady.



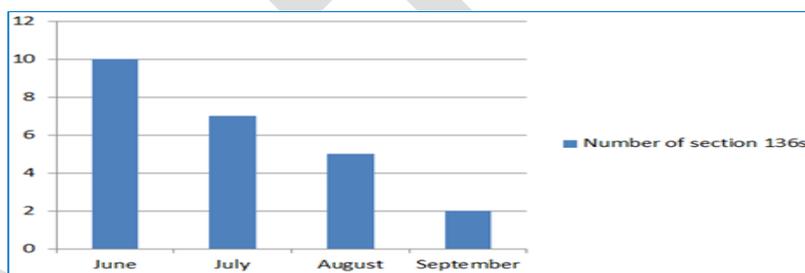
## Patient Experience News and patient feedback



The **Mental Health Act team** has continued its training sessions with local Police forces. Most recently the team has worked with police officers from **Merseyside Police**. **Upton Police Station** was used as a training location with the objective of the session to update officers' knowledge and understanding of the **Mental Health Act** and other related legislation. **Inspector Nye Audas, Wirral Critical Incident Manager** said:

*The sessions invoked some unexpected and probing questions from officers. Having yourselves there with such expert knowledge of MHA issues and historic Wirral issues at APH was extremely helpful and informative for the officers and myself attending. I have had positive feedbacks from all of the sessions that took place.*

Since the training in June there has been a **significant reduction** on the number of section 136s, as demonstrated in the table:



The **Care Quality Commission (CQC)** has published the results for the **2014 Community Mental Health Survey**.

At the start of 2014, a questionnaire was sent to **850** people who received community mental health services from CWP and responses were received from **256** people. The questionnaire asked them to answer questions about different aspects of their care and treatment.

Based on the responses received, the CQC then gave each NHS trust a score out of 10 for each question (the higher the score the better).

CWP was one of only two trusts that scored '**better than expected**' on **more than 10 questions** and in both cases these questions were spread across various aspects of care covered within the survey. The table below details the results that CWP achieved from the survey:

Patient Survey	Patient Response Score	Compared with other Trusts
Health & Social Care Workers	8.2/10	Average
Organising Care	9/10	Above
Planning Care	7.8/10	Above
Reviewing Care	8/10	Average
Changes in who people see	6.6/10	Average
Crisis Care	7.3/10	Above
Treatments	7.6/10	Average
Other areas of life	5.8/10	Average
Overall views & experiences	7.8/10	Above

In relation to CWP being one of the **top performing** trusts, **Sheena Cumiskey, Chief Executive** commented:

*These results are a great reflection on the quality of care delivered by our community mental health services and show the commitment and fantastic work that our staff do every day.*



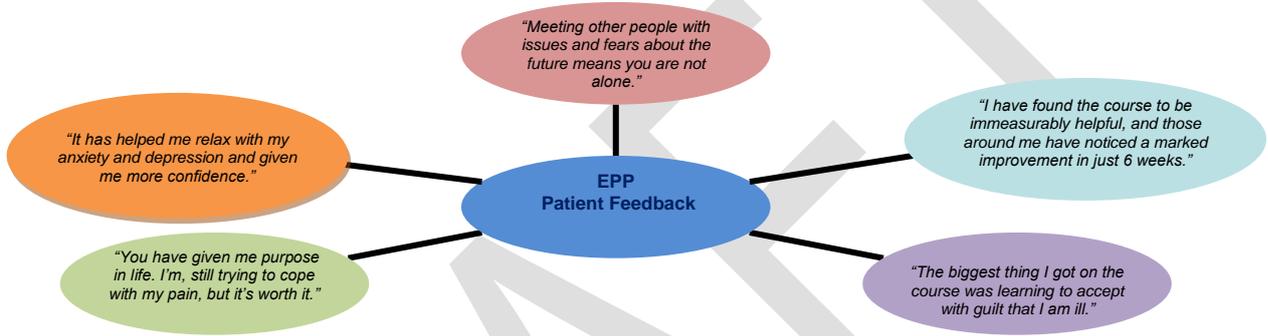
The **Expert Patients Programme Cheshire (EPP)** are part of the East recovery college and offer free courses for people with long term health conditions, helping them learn new skills to manage their condition better and take more control from day to day. **Patient involvement** has been key to their success as the courses are delivered by trained volunteer tutors, who themselves live with long term health conditions.

Together the team and patients look at:

- Dealing with pain and tiredness
- Coping with feelings of depression
- Relaxation techniques and gentle exercise
- Healthy eating
- Communicating with family, friends and health professionals
- Planning for the future



The team is providing an innovative service that is achieving a **continuous improvement in people's experience of healthcare**, as demonstrated in the feedback below:

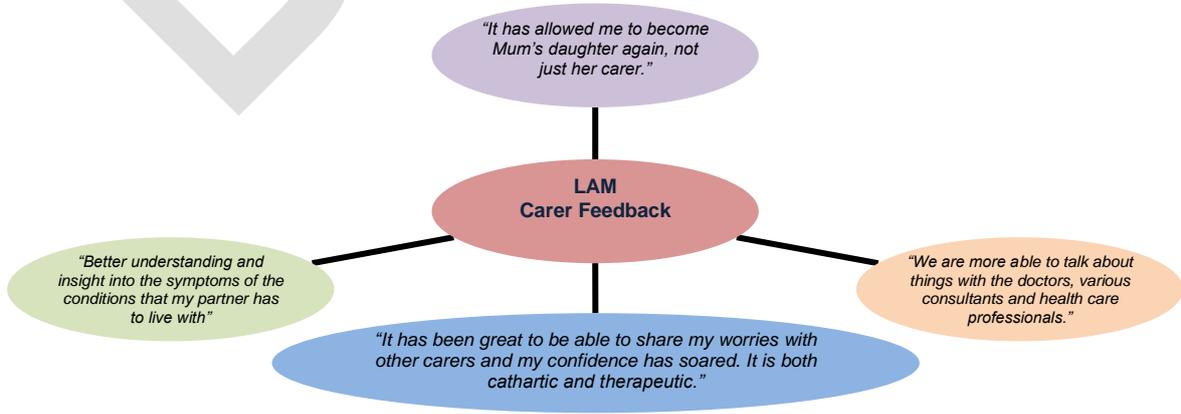


As well as running the **EPP** course, the team also ensures meaningful involvement with carers by offering the **Looking After Me (LAM)** course; a course for adult carers who care for someone living with a long-term health condition or disability.

Carers who have taken part in the **LAM** course have told CWP that it has helped them:

- Feel confident and more in control of their lives
- Be more realistic about the impact of their caring situation on themselves and their family
- Develop more effective relationships with their health care professionals
- Use their skills and knowledge to lead a fuller life
- From carer to cared for

The feedback received from the carers shows that they have received a positive experience of healthcare, as demonstrated in the feedback below:



In quarter 2, CWP formally received 324 **compliments** from people using the Trust's services, and others, about their experience of the Trust's services. Below is a selection of the comments and compliments received for the specialties across the Trust:

### **Adult mental health services**

*"Therapy has really helped me overcome my eating disorder. I am mindful that I could lapse in the future, but I know my trigger and now feel quipped to deal with this in the future."*

### **Physical health – CWP West**

*"Thank you so much for your guidance and advice. It has been invaluable to me."*

### **Child & adolescent mental health services**

*"Thank you for everything you have done for me during my admission on Maple and in Pine Lodge, it means a lot and I will never forget what you have done for me or forget you."*

### **Learning disability services**

*"Thank you for bringing (service user) to us on his birthday, although you are not directly on the unit, you brought him anyway. We are very grateful and you're thoughtful, thank you so much."*

### **Drug and alcohol services**

*"Thank you for your colleagues and I just needed to tell you that in all these 30 years I am practically prescribed drug free and alcohol free."*

### **Corporate/ Clinical Support Services**

*"Having yourself there with such expert knowledge of Mental Health Act issues... was extremely helpful and informative for the officers and myself attending. I have had positive feedback from all of the sessions that took place."*

### **Share your stories**

We welcome feedback about any of the Trust's services; please share your stories via email at [hayley.mannin@cwps.nhs.uk](mailto:hayley.mannin@cwps.nhs.uk)

Look out for more quality stories in the quarter 3 *Quality Report*