



# Quality Report

Quarter 4  
January – March 2014

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



Wirral drug & alcohol service steered a project to support street drinkers with chronic physical and mental health problems by setting up CWP's first controlled drinking room in a local YMCA. Alan Briggs, volunteer, and Thomas Cuddy, engagement worker are pictured above.

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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-glossary>

# INTRODUCTION

## Welcome to CWP's final *Quality Report* of 2013/14.

The Trust produces these reports every quarter to update staff, service users, carers, the public, commissioners, internal groups, and external scrutiny groups on progress in improving quality across CWP's services, which the Trust is required to formally report on in its annual *Quality Account*.



CWP's *Quality Account* 2012/13 and first three *Quality Reports* of 2013/14 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 accountability 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 means different things to different people. Here is what it might mean to the Trust's service users:



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

- the three times yearly **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 **Corporate Performance** report – reviews the Trust's quality and safety performance by reporting on compliance in achieving key local and national priorities

**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 achieved its quarter 4 milestones for its four trustwide quality priorities for 2013/14. The common focus across all of the priorities is reducing health inequalities.

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The Wirral drug & alcohol service has steered a project to support street drinkers with chronic physical and mental health problems by setting up CWP's first controlled drinking room in a local YMCA.

➔ [see page 6](#)

Wirral memory assessment service was accredited as excellent by the Royal College of Psychiatrists in the final report of the memory service national accreditation programme.

➔ [see page 7](#)

CWP's Mental Health Act team manager and Mental Health Act Administrator have successfully developed and delivered a 5-week Mental Health Act training programme to *East Cheshire Police*.

➔ [see page 8](#)

Wirral home treatment team has invested in staff by enhancing their physical health skills.

➔ [see page 8](#)

CWP received 656 formal compliments about the quality of its services during the final quarter of 2013/14.

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Performance against contractual quality requirements and quality incentive schemes for 2013/14 is on track.

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## Quality priorities for 2013/14

CWP has set four **trustwide quality priorities** for 2013/14, 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**.

This year, the common focus across all the priorities is **reducing health inequalities** to help reduce avoidable variations in the quality of care and to improve outcomes:

### Patient Safety priorities for 2013/14

Improve the safety, effectiveness, and efficiency of patient care and services, through the development of a dashboard to monitor safety and quality indicators during the transition and after the community mental health team and learning disability service redesigns.

Improve patient safety and experience through the development of priority Trust 'never events' and implementation of associated preventative, positive, and patient focused 'always events'.

### Clinical Effectiveness priority for 2013/14

Improve outcomes by implementing clinically effective practice through the development of evidence based care pathways, including transitional pathways

### Patient Experience priority for 2013/14

Improve service user and carer experience, by developing patient/ carer reported outcome measures, and patient experience measures across care pathways

The Trust has **achieved** each of the priorities. Details of how are detailed in its Quality Account 2013/14.

## Improving outcomes for service users by supporting recovery

CWP is committed to **improving outcomes** for its service users, 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 service users by supporting recovery.

**Focus on...**

### **CWP's first controlled drinking room**

Wirral drug and alcohol service has steered a project to support street drinkers with chronic physical and mental health problems by setting up a controlled drinking room in a local YMCA (*Young Men's Christian Association*). The controlled drinking room is a **safe** place to drink alcohol and provides **help and treatment for vulnerable people** who were excluded from other services due to anti-social behaviour.

CWP's Engagement Team has reported that **1097** people accessed the controlled drinking room since July 2013. The project evaluation demonstrated many benefits – **improving social functioning** and **quality of life** for people with prolonged alcohol misuse:

- Reduced alcohol consumption, less street drinking with fewer drunk and disorderly charges
- Positive activities engaged, improved daily routine and sense of belonging
- **95** referred to other services and support networks
- **44** now engaged with CWP services with access to alcohol detoxification programmes
- Harm reduction and medical care provided for people with physical health problems
- Nutritional advice and food provided encouraged healthy eating
- Fewer intoxicated people thus improved social behaviour

Service user experience has been captured. **100%** reported they had reduced their alcohol consumption. Here are a few examples of what they said:

*"I prefer being indoors, it's more normal"*

*"It has improved my health, now I have fewer infections"*

*"I feel safer, less stigma"*

*"More workers to talk to and can report concerns"*

## Focus on...

### Memory services national accreditation programme

Wirral memory assessment service was **accredited as excellent** by the *Royal College of Psychiatrists* in the final report of the *Memory Service National Accreditation Programme*.

The service confidently outlined the **team's successes**. Some of the positive aspects mentioned in the report are listed below:

- Joint shared protocols with GPs and primary care
- Early evening and Saturday morning appointments available
- 5 accessible satellite clinics offered
- Opportunities for patients/ carers to be involved with research
- Routine feedback/ satisfaction surveys
- The service was described as 'caring', 'sensitive', 'considerate' and 'always accessible'
- Promotes staff training, provides consistent supervision
- Provides education to GPs
- Access to full time dementia advisor



## Improving patient and staff experience of pharmacy services

The Trust's pharmacists and pharmacy technicians ensure that service users receive **safe and effective medicines**, in a **timely** manner, **tailored** to their own individual pharmaceutical needs. Detailed below is a summary of how the team has facilitated this during the past quarter, as well as other quality updates and developments.

The pharmacy team continues to proactively participate in service user and carer groups by providing meaningful **advice and independent information on medicines** used in mental health. For example, in February, pharmacists participated in the Lime Walk House carer group. The main topics of discussion included information on antipsychotic medicines, how they work and future developments. Carers reported that they would like pharmacists to attend future sessions.



CWP helped to facilitate the psychiatry and neurology clinical pharmacy diploma weekend with Liverpool John Moores University which was attended by 35 post graduate pharmacists. The final session of the weekend was a presentation from a CWP patient and carer and was found highly informative and entertaining by everyone. Pharmacists received positive feedback on the quality of the speakers and knowledge shared.

A CWP pharmacist has contributed to a briefing published in the *Pharmaceutical Journal* for representing the *College of Mental Health Pharmacy* for the medicines optimisation work with the *Royal Pharmaceutical Society*.



## 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

Jan Devine, Mental Health Act Team Manager, and Lynsey Evans, Mental Health Act Administrator designed, developed and delivered a 5-week Mental Health Act training programme for *East Cheshire Police*. It was received very well from Police Officers, who commented on how useful the training and guides were. Inspector Jez Taylor said, "They have done an excellent job. Overall, I was really impressed by Jan and Lynsey and the input certainly got a healthy debate going". A **positive outcome** was that a case conference was held between professionals and the local police inspector to discuss the appropriateness of people on Section 136 and a management plan was agreed for future incidents.



**Wirral Home Treatment Team** has invested in staff by enhancing physical health skills of their NMPs (Nurse Medical Prescribers). Further improved practice led to increased changes to medications and the start up of short term courses. The NMPs follow the service user from the home setting into an acute care admission by enabling them to complete the physical health screen on admission, and they instigate the medicines reconciliation for writing up the prescription card on admission, permitting a more seamless service with less transition points. Feedback from patients is wholly appreciative of the rapid review and treatment changes.

### Clinical Effectiveness News



The *Homeless Link* organisation has publicised the innovative and effective work that **Wirral Drug and Alcohol Service** has done to improve the outcomes for homeless people with dual diagnosis needs. The specialist team, which manages 300 to 400

dual diagnosis service users, worked in partnership with psychological services and found that meaningful work can be done with service users with substance misuse. There have been real positive outcomes achieved, for example:

- Mental health diagnosed with mental health nurse input
- Improved dietary intake
- Hostel accommodation found
- Registration with GPs
- Residential detox programmes arranged and further rehabilitation programmes completed

Jane Brand, 6Cs Live! 'Story of the Month' winner of **Wallasey & West Wirral adult mental health service** was personally invited as a guest to the Healthcare and Innovation Expo in March 2014 by Jane Cummings, Chief Nursing Officer, *NHS England*. Jane Brand showcased her work on the 'Compassion in Practice' exhibition stand and shared her experiences in **improving care for people using 6Cs**.





## Patient Experience News and patient feedback

A service user who has regularly accessed inpatient services wrote to CWP providing encouraging feedback on the massive improvement in practice experienced when they accessed the **Home Treatment Team** and **Brackendale ward**. They felt they were **listened to** and their **privacy and dignity were respected**, this made them feel **comfortable** and **supported**. The service user suggested further areas for improvement and is working with the team to put them into practice. They thanked staff for their support in enabling them to have a meaningful and fulfilling life.

“The team came out very quickly to assess me and they asked me how I could be helped, they helped me take some responsibility and placed me at the centre of my own care.”

**Adult Mental Health service user**



CWP's **harm reduction unit** was mentioned in January's *Nursing Standard Magazine* for promoting Alcohol Concern's 'Dry January Campaign'. Pledge boards displayed where staff and service users signed up to cutting out alcohol in January.

Helen Parkinson, nurse specialist and Andrew Jolley, clinical support worker said, “Even social drinkers regularly consume more than the recommended daily amount of alcohol, which can increase your risk of vascular diseases, such as heart attack, stroke and kidney disease. Make sure you know what the recommended limits are and stick to them.”

In quarter 4, CWP formally received **656 compliments** from service users, 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:

*“I think this has been the most positive experience I have had regarding my mental health. All the Doctors and Nurses have been kind and helpful.”*

Adult mental health services

*“Thank you for the many kindnesses and care and compassion you showed to (service user). He so appreciated everything you did for him.”*

Physical health – CWP West

*“Thank you so much for all you have done over the past six months. We will endeavour to continue with the good work with (service user) for years to come, we have hope for the future.”*

Child & adolescent mental health services

*“Staff attitude is helpful and welcoming, they try to accommodate requests if possible. The atmosphere is relaxed and happy.”*

Learning disability services

*“They are life savers, without their help, I think, no sorry, I know I would be dead. They bend over backwards to help and you are welcome any day.”*

Drug and alcohol services

## Contract requirements – Quality improvement and innovation

CWP has certain **quality requirements and goals** which have been agreed with commissioners [those who buy the NHS services that the Trust provides] detailed in the Trust's contracts. These are monitored through the contract monitoring process, to ensure that the aim of **improving quality of care** is on track. This is monitored at quality meetings held jointly with commissioners to ensure all of the Trust's performance is on track.

### Quality requirements

This part of the contract sets out the requirements of CWP's commissioners in regard to the quality of all the services it provides. CWP aims to build on its positive performance against these requirements in its contract last year. **Performance against contractual quality requirements for 2013/14 is on track.**

### Commissioning for Quality and Innovation [CQUIN]

A proportion of CWP's income from its contracts in 2013/14 is conditional on achieving **quality improvement and innovation goals** agreed by CWP and its commissioners, through the *CQUIN* payment framework. The total *CQUIN* monies in 2013/14 is subject to achievement of certain milestones.

Reporting against the quarter 4 milestones is currently underway. Quarter 3 milestones have now been verified as achieved.

### Advancing Quality

*Advancing Quality* [AQ] is an ongoing regional *CQUIN*. It is a programme that was introduced in order to drive up **quality improvement** across the North West of England region. AQ is about giving the **best quality treatment** first time, every time. The programme applies a systematic approach to care, by measuring and monitoring interventions to ensure that they happen.

There is up to a six month time lag in reporting the data. **CWP is on track for achieving the stretch targets for dementia and psychosis for 2013/14**, as detailed in the table below.

Diagnosis area	Composite target April 2013 – March 2014	CWP compliance April 2013 – August 2013	Appropriate care target April 2013 – March 2014	CWP compliance April 2013 –August 2014
Dementia	83.64%	89.88%	50.00%	52.89%
Psychosis	88.19%	98.02%	58.88%	93.06%