



# Quality Report

Quarter 4  
January – March 2015

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



**Community Mental Health Services** in East Cheshire are supporting a 12 week project of tailored gym sessions, delivered by **CW1 CrossFit**, after securing funding from **Active Cheshire**.

The sessions sought to improve physical and mental well-being by offering individuals a personalised fitness plan.

Service users from **Cheshire East Community Mental Health Services**  
and trainers from the gym pictured with staff – See page 6

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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 fourth *Quality Report* of 2014/15

These reports are produced every quarter to update staff, people who access 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 involvement of people 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 4

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*Community Mental Health Services* in East Cheshire have supported a 12 week project of tailored gym session delivered by CW1 Crossfit, after securing funding from Active Cheshire. The sessions sought to **improve physical and mental well-being** by offering individuals a personalised fitness plan.

➔ [see page 6](#)

The *College of Social Work* and the *Royal College of General Practitioners* produced a report in which the West locality “Altogether Better” programme was used as a case study to demonstrate how to **deliver health and social care integration** together

➔ [see page 7](#)

The Effective Services Department has created an Innovation Register, to capture **innovative ideas** from across the Trust

➔ [see page 8](#)

CWP’s Mental Health Act team secured funding from *NHS England* to provide training on the Mental Capacity Act and Deprivation of Liberty Safeguards to 90 delegates from across the Trust footprint

➔ [see page 9](#)

CWP has invested over £5 million to open the new Alderley Unit for people with learning disabilities in East Cheshire to provide a **better experience** to people accessing services there

➔ [see page 10](#)

A paper written by Paula Lonsdale, Mental Health Lead Nurse for the Integrated Discharge Team, has been published by *Health Education North West*. It describes work to **reduce length of stay and return people to their preferred discharge destination**.

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## 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:

- Human Factors and cognitive task analysis has been introduced into a reflective review template that has been designed to specifically review learning from incidents involving restraint. The results of this will inform how to implement Human Factors into routine incident reporting and will be factored into incident investigation processes and policy post April 2015 once the NHS England framework for serious investigation has been developed.
- Locality Data Packs (LDPs) have been issued to 9 wards/ teams in February 2015, feedback from the team/ ward managers is currently being collated for further developments to the LDPs prior to their Trustwide roll out by May 2015. The Locality Data Pack has been developed as part of CWP's zero harm strategy to report quality and safety indicators in line with the CQC's 5 domains. The aims are:
  - to bring existing data together into one place so it can be used as information;
  - to apply data visualisation principles – a fancy way of saying we'll use a better mix of tables and charts to make sure the key messages stand out and monitor trends over time;
  - to set team data against local and national benchmarks so that data are set in context i.e. benchmark internally and will national and international evidence;
  - to make a pack which is both easy for managers to share, and easy for staff to understand how they are doing.

### **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 implementation of a virtual “Healthcare Quality Improvement team” from March 2015 will support localities to drive continuous improvements from the outputs of audits.
- The internal promotion of CWP's Zero Harm presentation at the national NHS Quality: Improving Patient Care conference.
- An Innovation Register has been developed to capture and assist with the implementation of ideas that could improve quality, make process and provision more effective or improve patient experience

### **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 Communications and Engagement Team supported the Trust's presence at the Mental Health: Better, Faster and Earlier Help Conference in March 2015 where the Trust promoted continuous improvement and Zero Harm.
- There has been a significant increase in the number of FFT responses received during March 2015. From the 812 responses since implementation in October 2014, 93% of people said they were ‘extremely likely’ or ‘likely’ to recommend CWP services. Reporting mechanisms are being developed to bring together results from the FFT app, survey monkey and paper based solutions more easily.



#CWPZeroHarm

## IMPROVING OUTCOMES BY SUPPORTING RECOVERY

CWP is committed to **improving outcomes** for the people who access its services, 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.



A pilot scheme in East Cheshire encouraging people with a mental health condition to get active has been hailed a success, with more than twenty people taking part in the first 8 weeks.

### What they did

Staff from Community Mental Health Services in East Cheshire supported the 12 week project of tailored sessions, delivered by CW1 CrossFit, after securing funding from Active Cheshire. The sessions sought to improve physical and mental well-being by offering individuals a personalised fitness plan.

Donna Davies, health facilitator from CWP said: *"The success of the project has exceeded our expectations, and we are continuing to see new people attend each week. Initially we set out to get more people, more active, more often, but what we have also achieved is to create an atmosphere that is safe, supportive, fun and sociable. The sessions have given people a great insight into the importance of balancing physical and mental health. The partnership between CWP, Active Cheshire and CW1 CrossFit is one we hope to continue."*

Mat Blake, physical health instructor from CWP said, *"We would love to open the sessions up to anyone with a mental health issues, focusing on people supported in primary care by their GP as well as those known to CWP. We are also looking into the possibility of a dedicated session for people with learning disabilities."*

### Impact

People who participated in the pilot said: *"The social aspect makes me smile and laugh, and that doesn't happen too often for me. It delivers a fantastic full body work out, and I'm knackered – but in a good way! I come every week to get fit but it makes me think more positively too."*

Jane Critchley, clinical service manager at CWP, attended a session and said: *"The people I've met today are testament to our collaborative working with local partners. We know good physical health makes a difference to our general well-being and speaking to the people here today demonstrates how important it is to take time to look after ourselves."*

### Conclusion & Next Steps

Improving physical health care for people with mental health problems is a key recommendation from 'A Manifesto for Better Mental Health', a paper produced by several mental health organisations advising the next Government on how to improve the lives of those with mental health problems. Carl Bennett, deputy chief executive of Active Cheshire said: *"Active Cheshire are really pleased to see the positive impact our investment is having and I look forward to hearing about the continued positive behaviour change participants are achieving. It is crucial that interventions such as the CrossFit sessions attract and continue to inspire and motivate those engaged to become and remain active so they achieve measurable and lasting benefits."*

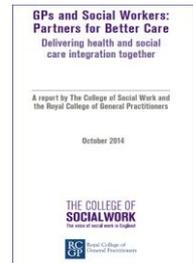
Adella Williamson, director of CW1 CrossFit said, *"We are overwhelmed with the success of the programme so far and are extremely proud of those who have been attending. The sessions are really challenging and making a difference to how people feel - it makes it all worthwhile and the reason we wanted to be part of the project. We look forward to many more future sessions."*

## 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

The **College of Social Work** and the **Royal College of General Practitioners** produced a report in which the CWP West locality "Altogether Better" programme was used as a case study to demonstrate how to deliver health and social care integration together.



The integrated community care teams are drawn from a broad range of professionals from the statutory and independent sectors: GPs, social workers, pharmacists, practice nurses, district nurses, community matrons, and community therapy, community mental health and reablement staff, among others. The teams are responsible for identifying older people at high risk of an unnecessary admission to hospital or long-term care and finding alternatives which enable people to live independently and healthily at home wherever possible. They offer a variety of interventions: care management, intermediate care, reablement, urgent response and end of life care. Each team covers a practice population of 30,000 to 50,000 and provides urgent response "step up" care to prevent unnecessary hospital admissions and "step down" care to speed up discharge and promote rehabilitation and reablement.

### Impact

A real-life example illustrates how integrated working has benefitted people who access services and the public purse at the same time.

*A 90 year old man was the main carer for his 89-year-old wife who had dementia. He required an eye operation as a day case at the local hospital but this was complicated by the fact that he had to bring his wife with him. The hospital was unable to look after his wife and the operation had to be cancelled twice. Faced with the husband's deteriorating eye condition, the integrated team co-ordinated a conversation with the acute trust, arranging for the operation to be rescheduled and giving the social worker time to build up a trusting relationship with the wife. On the day of the surgery, the social worker took both husband and wife to the hospital and sat with the wife throughout. Arrangements like these would not have been possible prior to the integrated team. Care and support could now be coordinated across the system as a whole. As a consequence, the husband was able to have his operation and return home to resume his caring duties.*



**Wirral Memory Assessment Service** has been ranked third in the country for reaching **MSNAP** accreditation standards. The **Memory Services National Accreditation Programme (MSNAP)** was launched in 2009 by the *Royal College of Psychiatrists'* Centre for Quality Improvement. It helps memory services and memory clinics to improve the quality of their service and supports them to achieve accreditation. People with dementia and carers are involved in the programme alongside professionals and clinicians to ensure that the focus remains on high quality care for people accessing services and those that care for them. Teams are reviewed against a set of standards which are created from published documents, guidelines and expert opinion and are revised regularly. The MSNAP standards cover assessment, diagnosis, drug treatment and psychological and social therapies for people with dementia.

## Mental Capacity Act and Deprivation of Liberty Safeguards



### What they did

The **Mental Health Act Team** successfully secured funding of £8,000 from **NHS England** to provide a full day's training session on the **Mental Capacity Act** and **Deprivation of Liberty Safeguards**. The training held at the Holiday Inn, Ellesmere Port was attended by 90 delegates who were a combination of non-executive directors, associate hospital managers, Trust doctors, community and ward staff and GPs from across the Trust footprint.

The training was facilitated by **AFTAThought** who are a group of actors who specialise in training through drama, bringing to life the experiences of people who access services, relatives, and staff involved in any decision making process. Good drama has the power to change hearts and minds. It can **challenge perceptions**, **improve understanding** and **create recognition and empathy** in a 'safe', **positive learning environment**.

The morning training session focused on the Mental Capacity Act and in the afternoon focused on Deprivation of Liberty Safeguards. Laura Nazar from Hill Dickinson LLP co-facilitated the training and was able to provide the legal aspect of this complex piece of legislation.

### Impact

Feedback received from staff clearly indicates the positive impact that the training had achieved. Here are a few comments from feedback:



### Next steps

The next step is for staff to apply their learning into practice to meet the Trust values. Staff were asked to consider how they would do this, the feedback was as follows:

- More consideration of the values and principles in hospital managers' hearings
- Utilise information and put knowledge into practice on the ward
- Mental Capacity Act is a huge aspect of my role so will help improve standards
- Ensure all interventions involve the patient and have courage and commitment to ensure people who lack capacity receive care in their best interests
- Part of my role is to consider the least restrictive options for people's care pathways – the training session has refreshed my knowledge
- Will consider Mental Capacity Act in all aspects of care whilst delivering the 6Cs

## Clinical Effectiveness News



Wirral-based GP **Dr Stefan Janikiewicz** has been awarded an **MBE** for services to reducing drug misuse in the **New Year's Honours 2015**. **Dr Janikiewicz, GP at Moreton Health Centre**, is a former **CWP clinical director**, and recently retired after holding the position for 23 years.

Following the news of his MBE, **Dr Janikiewicz** said: *"I think I've been a challenging person to work with throughout the years, but because I always spoke from the heart I got away with it! During my time at CWP I worked with so many caring drug and alcohol workers, good managers and admin staff, and although the award is in my name, it really is a massive team effort. I've had such great support from the Trust during my years as clinical director. Being a person who doesn't really like a fuss, I'm surprised by just how much this means to me."*

During his time at CWP **Dr Janikiewicz** was instrumental in shaping drug and alcohol services across the Wirral and beyond. Particular achievements include developing an award winning shared care service with 100% of Wirral GP practices being involved. He also made a significant contribution to Wirral's Alcohol Harm Reduction Strategy and had a leading role in developing a pioneering Hepatitis C pathway into treatment for drug users.

**David Eva, CWP Chairman**, said: *"We are delighted for Stefan. He has made a fantastic contribution to the development of our leading edge drug and alcohol services on the Wirral and has made a positive difference to thousands of people over the years. Having followed his work for the last 25 years I can bear witness to this being thoroughly deserved recognition of someone who can go the extra mile on many occasions."*

**Innovation** in CWP is about making a real and tangible difference to the lives of people accessing its services. New medicines, medical technologies and informatics can **transform people's outcomes**. Innovation can help improve quality at the same time as driving productivity and efficiency. In order to capture innovative ideas within the Trust the Effective Services Department launched the '**Innovation Competition**'. In 2014 they asked staff to submit ideas that could:

- **Improve quality**
- **Make processes and provision more effective**
- **Improve patient experience**



In Quarter 4 the department convened the Innovation Panel which was made up of Executives and Senior Management who reviewed all of the entries. In total 15 ideas were submitted from across the Trust for consideration and all were recommended for further development or approved! All staff who submitted ideas have been assigned a colleague who can help them progress their ideas further; this is usually one of the Effective Service Managers who can support with the development of business cases. The ideas are recorded on the '**Innovation Register**' which is currently being developed in order to share these ideas across the Trust. The department will be launching the 2015/16 Innovation competition in April in order to develop the register further.



CWP's **chief executive, Sheena Cumiskey**, has been recognised for the second time as an outstanding leader of NHS organisations by the **Health Service Journal (HSJ)**. The HSJ Top Chief Executives 2015 list, regarded Sheena as *"a wonderful advocate for the NHS"*, praising her ability to see *"the bigger picture in the interests of the wider NHS and that of the patient"*. **Alastair McLellan, editor of HSJ**, wrote that the judging panel *"were full of admiration for the many chief executives who have held things together in this most difficult of years"*. The independent judging panel included **Sir Bruce Keogh, NHS England medical director** and **Stephen Dalton chief executive, Mental Health Network NHS Confederation**, amongst other key figures in the NHS.

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## Patient Experience News and patient feedback

The Trust has invested over £5 million to open a new inpatient unit for people with learning disabilities in East Cheshire. Using best practice guidance, the new low secure 15 bedded unit has been built on the Soss Moss Hospital site, near Nether Alderley, to replace existing facilities on site for people with mild to moderate learning disabilities.

The new facilities in the Alderley Unit have large spacious therapeutic areas, private bedrooms, dedicated family visiting areas, an art therapy room, activity room and gym as well as a light and airy lounge area that looks out on to the countryside. The décor is themed 'outdoors' with lots of colourful artwork of nature and gardens throughout.



**Dave Jones, CWP Clinical Services Manager**, says: *“Around 1.5 million people in the UK have a learning disability which can be mild, moderate or severe depending on the individual. A learning disability affects the way a person understands information and how they communicate – it affects everyday life for the person and their family. People with learning disabilities mustn't be confused with having a learning difficulty or mental illness – although some people can have multiple conditions. Around 30% of people with epilepsy have a learning disability, cerebral palsy; autism and Down's syndrome are also commonly linked with learning disabilities”.*

**Julia Cottier, CWP Service Director**, says: *“This new unit will enable us to support people in our community who have most profound and/ or multiple learning disabilities. It will help us to further enhance our service by providing an environment that people feel safe and supported in – our priority is to care for people with compassion and respect and to support people to live living fulfilling lives.”*

Cheshire East Substance Misuse Service welcomed over 40 members of the local community to publicly launch this new service. Cheshire East Council appointed CWP as lead provider of the all-age service in November 2014. The new and integrated service is designed for people whose lives are affected by drug or alcohol issues. The open day was held at one of the Trust's sites, Catherine House in Crewe, to show local people the types of support available and how people can access it. Service partners also provided interactive demonstrations to show people how to take better care of themselves as part of holistic recovery and wider health and well-being.



A spokesperson at the event, spoke about her addiction to drugs: *“Without the support of this service, I wouldn't be here today. I began using cannabis, but then moved on to harder stuff. I didn't realise I had a problem, I just thought I was doing a bit too much at the time, until I hit rock bottom and was close to losing everything. The team helped build me back up, they didn't judge me or question me, just accepted that I needed help and support. I would encourage anyone to get help as early as you can. I am living proof that there is hope and you can recover.”*



**Dr Heather Grimbaldston, Cheshire East's Director of Public Health**, said: *“Doctors and nurses tell us they are incredibly worried about the amount of alcohol people are drinking. The new service will help us do more to help people avoid the physical, mental and social damage so often seen as a result of misuse of alcohol or drugs.”*

**Councillor Janet Clowes, Cheshire East's Cabinet Member in charge of Care and Health in the community**, said: *“We are delighted to have CWP deliver the new service. The change in the service design means there will be a greater focus on prevention and early help support. We want the best for our young people. Families and adults and this service will help empower people to develop skills and confidence to build stronger and safer communities.”*



**Andy Styring, CWP Director of Operations**, says: *“Substance misuse affects all members of our communities; from those who have issues themselves to those around them such as their family and friends. We are committed to seeing the 'whole person' and not just the condition. By working with people and their families, we want to reduce avoidable harms and continue to deliver the best care possible, as safely as possible in collaboration with our service partners.”*

The substance misuse service is open to people of all ages whose lives are affected by drug or alcohol issues. Referral is accepted from any source including self-referral and via a GP.

**Paula Lonsdale, Mental Health Lead Nurse** for the **Integrated Discharge Team**, recently had a paper published by **Health Education North West** via the **eWIN Workforce Information Network Portal**. The paper clearly demonstrates the good work that has been done by her team, and will be instrumental in helping others address similar challenges.

### What they did

It is estimated that 8.9% of older people occupying NHS acute beds have been declared fit to leave hospital but have not yet done so for a variety of reasons. This equates to more than 4,100 older people on any given day. Delays in discharge can undermine a patient's quality of life and increase their dependence upon institutional care. To address this, the Trust, our neighbouring acute trust (the *Countess of Chester Hospital NHS Foundation Trust*), and our social service providers (*Cheshire West and Chester Council*), developed a proposal for a 6 month pilot post of a Specialist Practitioner in mental health to:

- Reduce the length of stay of the target group through the intervention of the Specialist Practitioner in mental health.
- Show that this group, having received intervention from the Specialist Practitioner in mental health, returned to their original place of residence following discharge from hospital.
- Demonstrate whether intervention from the Specialist Practitioner in mental health had an impact upon reducing readmission rates of the target group.

### Impact

The intervention from the Specialist Practitioner in mental health had a positive impact upon the length of stay and discharge destination for patients over 65 with dementia, delirium or other mental health issues. An initial audit demonstrated that patients who received intervention from the Specialist Practitioner in mental health had a combined stay in hospital of **2,925 hours less** than those who had no intervention. The second phase of the audit demonstrated that **86%** of the patients who received intervention from the Specialist Practitioner in mental health were able to return to their admission address in comparison to 71% of the non-intervention group.

It could be suggested that comprehensive discharge planning during an inpatient stay, coupled with a timely home review and robust co-ordination of community services, is important to ensure positive health outcomes for the elderly population in acute hospitals.

The personal growth of the practitioner was immense in the initial phase of the post and has continued as the post evolves. The practitioner has established enhanced skills in **developing productive relationships**, learnt to be more patient and understanding of the roles and pressures of other professionals, and developed **strong working relationships with outside agencies** such as homecare providers, care homes and voluntary agencies. This has taken perseverance and a consistent presence/ approach – a method that has been replicated in all aspects of the post, which has helped with the acceptance and reliance upon it within the acute hospital setting.

### Next steps

A further audit of length of stay, discharge destinations and readmission rates to compare initial findings is planned. There have been inpatient developments in the *Countess of Chester Hospital NHS Foundation Trust* in the care of the elderly, such as dementia specialist nurses. The next audit will be an opportunity to review the impact their intervention has had upon the work of the Specialist Practitioner in Mental Health.

A more detailed satisfaction questionnaire is planned to gain more depth of information from patients, carers and professionals experience of using the service. This will inform the future development of the service.

In quarter 4, CWP formally received **672 compliments** from people accessing 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 services across the Trust:

### **Adult mental health services – CWP West**

*"I wish to put on record my gratitude for the excellent care I received as inpatient at Bowmere Hospital. Without exception I found the staff to be dedicated, caring, compassionate and highly professional, always totally focused on monitoring patients and their needs, and at all times showing great respect and maintaining patient dignity."*

### **Physical health services**

*"I just wanted to express how impressed I was with the service from the Out of Hours service based on the Countess of Chester Health Park. My comments are from my visit on Saturday 7th February 2015. I rang the Out of Hours number at 11.45am as my 23month old son had a barking cough, extremely high temperature and generally unwell. The lady I spoke to was very helpful, reassuring and informative. Within 5minutes I had a call back from a nurse who suspected my son had croup. Again she was very helpful, reassuring and talked me through my son's symptoms. She offered me an appointment at 12.30pm. As this was only half an hour later I was very impressed. We were seen on time at the Out of Hours service and the nurse practitioner was very thorough, explaining to me what she was doing and talking through what she had found. Again she was very helpful and reassuring. She informed me that she would like my son to be seen by a pediatrician at the hospital and we were given a direct referral. By 1pm my son was on the Children's Assessment Unit and by 1.15pm he had been given his first lot of medication. This was only an hour and a half after I had made my phone call. Overall I was extremely impressed by the level of service, care and treatment my son received and believe this is an excellent example of the Out of Hours service working at its best."*

### **Adult mental health services – CWP Wirral**

*"I was truly moved by the wonderful care my mother received from you. It makes me well up to think about how you looked after her and loved her. When she came to you she was angry and confused and had a difficult time settling but over the months, with your compassion and patience, I think she really knew how lucky she was and was much more at peace. Throughout her illness I felt that you looked after me as well. You were always so kind on the phone and to me in person when I visited. I know that my sister feels exactly the same and we both feel blessed that she spent her final months with you."*

### **Drug and alcohol services**

*"A big thank you for all your help and support, I couldn't have done it without you. I am now looking forward to a brighter, sober future thanks to you!"*

### **Adult mental health services – CWP East**

*"(Staff member) has enabled me to realign myself. I can honestly say she's amazing and has shown me how I'm able to take control and to be able to live again. I'm amazed at how quickly her suggestions have guided me to take back control, gain empathy, compassion and I feel a need to pass this on. (Staff member) has changed my attitude to my life!"*

## **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 1 *Quality Report*