

NORTHUMBERLAND TYNE AND WEAR NHS FOUNDATION TRUST

BOARD OF DIRECTORS MEETING

Meeting Date:	26 th October 2016
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Title and Author of Paper:	Visit Feedback Themes – 2 nd Quarter: July 2016 to September 2016 Gary O'Hare, Executive Director of Nursing and Operations
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Executive Lead:	Gary O'Hare, Executive Director of Nursing and Operations
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Paper for Debate, Decision or Information:	Information
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<p>Key Points to Note:</p> <p>To provide an update to the Board of Directors on visits that have been undertaken by Senior Managers during the last quarter, including any outstanding visits not included in the previous quarterly report. A list of all areas visited is available at appendix 1 and copies of individual reports are available by contacting Johanne Dunn, PA to Gary O'Hare.</p> <p>Key themes and issues arising from the visits include:</p> <ul style="list-style-type: none">• Environmental issues - unit operates as male and female wings, but there is only one kitchen on the ward at the male end which results in difficulties transporting meals / drinks etc. to the dining room in the female end; is not conducive to providing the type of care required bearing in mind the length of stay. <p>However, there were a number of positive comments including: the unit was clean, spacious and calm; bright and welcoming; pleased with new accommodation as previous location was universally viewed as inadequate.</p> <ul style="list-style-type: none">• Staff – very cohesive team; high levels of support from the ward manager and experienced staff members supporting less experienced staff; staff are passionate about their roles; very service user focused despite a large number of new staff having recently joined the team; issues around stark gaps in the psychiatric workforce due to medical vacancies; very passionate, enthusiastic team demonstrating care and compassion; morale in the team is high and staff recruitment / retention within the team is good.
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Other points of note include:

- Described by one member of staff as 'one of the most rewarding jobs they have ever been in'.
- Staff feel they could unlock clinical time by improvements within RiO; administrative support and developments such as digital dictation.
- Concerns regarding transport and the amount of time staff spend booking and arranging transport on the patient transport system.
- All staff (clinical and administrative) feel more valued following their move to new accommodation and initial concerns about moving to the new 'post PCP' model have been allayed and all spoke positively about how effective the new arrangements were – particularly for service users.
- Possibility of using technology, such as Skype, for geographically isolated patients.
- Despite the level of available resource, staff try to provide interventions where possible, for example, some highly praised reminiscence therapy for patients with dementia.
- Of current interest is the work happening with the Bangladeshi community to increase awareness and promote the support available.
- The role of the triage nurse and the admin support function was particularly valued by the team, with one staff member demonstrating a tracker / workbook approach (which was not yet on RiO but would be incorporated into the next version) which will keep abreast of the patients in the system at any one time and act as an early warning tool if key times of the pathway were approaching a brief.
- The team were proud of their recent CQC report but were not complacent and had a number of plans of ongoing work to maintain their innovative approach.
- Team are unsure of the longevity of the service as funding is only in place until 2018, and some localities are not benefitting from a full comprehensive service due to commissioning issues.
- The mothballing of Gainsborough ward has led to a positive impact on staffing as both wards are now fully staffed with experienced colleagues.
- Both wards had display boards showing information about different topics, including Points of You, activities, and psychoactive substances. The boards also informed service users as to who the nursing lead was for each topic.

APPENDIX 1

Name of Service	Date	Senior Manager
Brooke House	11th March 2016	Lisa Quinn
Beckfield	1 st April 2016	Lisa Quinn
Bridgewell	1 st April 2016	Lisa Quinn
Ingram / Middlerigg	20 th May 2016	Lisa Quinn
Perinatal CMHT	17 th June 2016	Lisa Quinn
Assertive Outreach	7 th July 2016	Jonathan Richardson
Woodhorn	19 th July 2016	Vida Morris
Northumberland Psychiatric Liaison Team	1 st August 2016	Paula Whitty
Craster Day Hospital	2 nd August 2016	Jonathan Richardson
Memory, Assessment & Management Service (MAMS)	10 th August 2016	Esther Cohen-Tovee
South Tyneside Community Team	11 th August 2016	John Lawlor
South Central Community Service Team	12 th August 2016	John Lawlor
Community Treatment Team, Forensic Services	22 nd August 2016	Lisa Crichton-Jones
Collingwood Court and Lowry Ward	22 nd August 2016	Jane Carlile
South Tyneside Psychiatric Liaison Team	25 th August 2016	Paula Whitty
Criminal Justice Liaison and Diversion Service	1 st September 2016	Lisa Crichton-Jones
Bridgwell	7 th September 2016	Vida Morris

Older Peoples CMHT, South Tyneside	8 th September 2016	Gail Bayes
Older Peoples Challenging Behaviour Team, South of Tyne	8 th September 2016	Gail Bayes
MPS, South of Tyne	8 th September 2016	Gail Bayes
Hauxley	14 th September 2016	Carole Kaplan
Woodhorn	14 th September 2016	Carole Kaplan
North Tyneside East CMHT	29 th September 2016	Tim Donaldson