

Northumberland, Tyne and Wear NHS Foundation Trust

Board of Directors meeting

Meeting Date: 27 July 2016

Title and Author of Paper: Visit Feedback Themes – 1st Quarter: April 2016 to June 2016
Gary O'Hare, Executive Director of Nursing and Operations

Executive Lead: Gary O'Hare, Executive Director of Nursing and Operations

Paper for Debate, Decision or Information: Information

Key Points to Note:

To provide an update to the Board of Directors on visits that have been undertaken by Senior Managers during the last quarter. 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.

Key themes and issues arising from the visits include:

- Environmental issues – including environments being worn; limited storage; building not fit for purpose; disabled access is challenging; parking being an issue; insufficient natural light; limited bathing and showering facilities with no en-suite facilities available; and no external space for service users to access without supervision as the ward is upstairs.

However, not all environmental feedback was negative and there were a number of positive comments including: unit in good state of repair and appropriately decorated; building of a very high standard; ward impeccably clean and well maintained; and ward was bright, environment was exceptional; staff happy with new environment; good accommodation is vital for the success of community service models going forward; clean and tidy with great displays of information and infographics to help with orientation.

- Staff – sense of team work, pride and enthusiasm; some anxieties regarding the LD Transformation agenda; anxiety around the future of the service; concerns regarding gaps in staffing due to planned sickness and agency staff leaving; positive feeling in team with real optimism about the new model roll out; staff very positive and enthusiastic about their jobs and experiences, and very committed; staff were welcoming and evident on the ward during their engagement with service users.

Other points of note include:

APPENDIX 1

Name of Service	Date	Senior Manager
Sunderland Psychological Wellbeing Service	7 th March 2016	Tim Donaldson & Jonathan Richardson
Beadnell	1 st April 2016	Gail Bayes
Longhirst	1 st April 2016	Gail Bayes
Hauxley	7 th April 2016	Jane Carlile
Longbenton & North Shields CMHTs	19 th April 2016	Gary O'Hare
Richardson Eating Disorder Unit	03/05/2016	Gail Bayes
CYPS Community Team, Sunderland & South Tyneside	03/05/2016	Gail Bayes
CYPS Community Team, Newcastle & Gateshead	03/05/2016	Gail Bayes
Northumberland Working Age Adults / Older People and EIP Team	04/05/2016	Tim Donaldson & Jonathan Richardson
Psychosis / Non Psychosis Team and Crisis Service	04/05/2016	Tim Docking
Wards 1 and 2	10/05/2016	Paula Whitty
Regional Affective Disorders Service	16/05/2016	Paul McEldon
Richardson Eating Disorder Unit	16/05/2016	Paul McEldon
Newton Ward	20/05/2016	John Lawlor
Community Team for Learning Disabilities	23/05/2016	Jane Carlile
Talking Helps, Newcastle	25/05/2016	Jane Carlile

Name of Service	Date	Senior Manager
Regional Communication Aid Service, Regional Environmental Control Systems (ECS) Service, and STARTT Team	25/05/2016	Paula Whitty
Bridgwell	25/05/2016	Damian Robinson
The Ridings	25/05/2016	Damian Robinson
Specialist Psychological Therapies	26/05/2016	Russell Patton
Marsden Ward	26/05/2016	John Lawlor
Woodhorn	31/05/2016	Damian Robinson
Easterfield Court	31/05/2016	Damian Robinson
Woodhorn	01/06/2016	Esther Cohen-Tovee
Castleside	14/06/2106	Esther Cohen-Tovee
Akenside	14/06/2016	Esther Cohen-Tovee
The Riding, Ferndene	15/06/2016	Tim Docking