## Northumberland, Tyne and Wear NHS Foundation Trust

## Board of Directors meeting

## Meeting Date: 27 July 2016

Title and Author of Paper: Visit Feedback Themes – 1<sup>st</sup> 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:

- Positive feedback from service users displayed on the walls;
- team have received the joint BPS / RCPsych Accreditation Programme for Psychological Therapies Services accreditation;
- great evidence of involvement with 'My Shared Pathway' and pro-active engagement with service users;
- overall feeling of warmth, caring, safety and professionalism;
- unit continues to receive high praise in Quality Network accreditation visits;
- atmosphere was calm despite being busy;
- information leaflets clearly displayed;
- concerns regarding pressures on waiting times and ever increasing expectations of commissioners of the service;
- excellent wall mounted evidence of performance, positives, negatives, improvements and direction of travel which are clear and easy to understand;
- service users very complimentary about the staff;
- two quiet rooms being used as de-escalation area prevent challenges to staff, particularly around observation;
- due to merger of three organisations it has been a stressful time for those involved;
- staff feel informed and supported in relation to the reasons for going smoke free and being able to explain this to service users and visitors;
- number of patients is low and staff intensity is high which clearly offers a good therapeutic environment.

Risks Highlighted to Board :

None

Does this affect any Board Assurance Framework/Corporate Risks? Please state Yes or No If Yes please outline

Equal Opportunities, Legal and Other Implications:

None

No

Outcome required: Board of Directors are asked to receive this report for information.

Link to Policies and Strategies: Staff and patient engagement

## APPENDIX 1

Name of Service	Date	Senior Manager
Sunderland Psychological Wellbeing Service	7 <sup>th</sup> March 2016	Tim Donaldson & Jonathan Richardson
Beadnell	1 <sup>st</sup> April 2016	Gail Bayes
Longhirst	1 <sup>st</sup> April 2016	Gail Bayes
Hauxley	7 <sup>th</sup> April 2016	Jane Carlile
Longbenton & North Shields CMHTs	19 <sup>th</sup> 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