

NORTHUMBERLAND TYNE AND WEAR NHS FOUNDATION TRUST

BOARD OF DIRECTORS MEETING

Meeting Date:	24 th May 2017
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Title and Author of Paper:	Visit Feedback Themes – 4 th Quarter: January 2017 to March 2017 Johanne Dunn, PA to Executive Director of Nursing and Operations, and 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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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, 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.

Key themes and issues arising from the visits include:

Environmental issues:

- The team are in a very tight space with no windows and no natural light.
- The suggestion that the top of bathroom doors (across Hopewood Park) are replaced with a ‘wavy’ or roll-top as they currently have to be locked against a back wall to avoid the top being used for ligatures if the occupant presents a suicide risk.
- Space within the unit is an issue, especially with the single sex space for male and female patients having to be accommodated.
- There is no staff room nor a male only lounge, however staff are working proactively with Estates on modifications to develop these.

Staffing:

- Only one male qualified member of staff, but a better male / female balance within the support staff.
- Need to address medical staffing shortfalls to ensure continuity and responsiveness.

- Ward is a predominately female team with a low turnover of staff.
- Staffing skill mix needs to be reflective of the degree and nature of therapeutic activity in the community which requires a large proportion of escort duties and therefore the appropriate number of Band 3 Healthcare Assistants to facilitate this.

Other points of note include:

- New shift patterns (piloted since September 2016) have had a 'massive positive impact on budget'.
- Since piloting new shift pattern staff felt they were able to achieve a better work / life balance, were more refreshed after their time off and enjoyed the self-rostering element.
- Impact on ward when swing beds opened (noted protocol is to be revisited).
- Would be helpful for the Older People's Team to be co-located at NSECH with the Adult team.
- IT system is very slow as it piggy backs onto the Acute Trust's system.
- The team develop Joint Management Plans with Acute Trust staff for frequent Emergency Department attendees and also provide support and education for the Emergency Department, ward, multidisciplinary staff and security staff. An excellent interface is evident with Acute Trust staff and also positive working relationships.
- Staff felt proud of their 'at a glance' electronic dashboard (which they helped to pilot), which is updated live during the multidisciplinary daily review (both in the meeting room and the main office); their 'Talk First' programme; strong multidisciplinary working; and the activities provided for patients.
- Clinical Nurse Managers currently undertake a seclusion audit every quarter which can take up to a week to complete. The Clinical Nurse Manager asked if it could be moved to monthly to avoid this amount of time needing to be blocked out.
- Current challenges being faced by the team include blocking of move on pathways; difficult patient mix which carers have also commented on; smoking and lack of consistency in application of the Smoking Policy.
- Resources to help the team would include an additional activity worker; additional occupational therapy time; additional group support from a Psychologist; higher levels of engagement from the wider multi-disciplinary team; identification of move on pathways and review of the robustness of current pathways; the Assistant Practitioner role in PICU needs further review and development; and a review of the current PICU model in terms of geography and bed numbers.

- Smoking is a significant challenge as 95% of patients on the ward smoke and have struggled without their comfort habits. The team report that there is a lot more secret smoking going on all over Hopewood Park causing damage and carers have not been supportive of the no smoking regime as they have witnessed family members struggling with this.
- Undertook a presentation to 18 service users who had been successful in passing a number of mainstream exam qualifications including English, Maths and ICT. It was a delight to see how proud and pleased all 18 of the successful students were on receiving their awards.
- Acknowledgement of the success of the recently introduced formal education courses in Forensic Services (which cover Bamburgh Clinic also).
- Clients at Plummer Court are assessed very quickly and are seen within two weeks of referral, therefore it is an extremely responsive service.
- Evidence of strong and cohesive multidisciplinary team working and visible accessible senior clinical leadership to support the team.
- A frustration for the staff is access to online training which they find tedious and time consuming. They also feel that RiO is not sufficiently intuitive.
- One service user in particular was full of praise for his treatment and care, and was leading to his discharge after a number of years in NTW.

The programme of visits for 2017/2018 has now been identified and is attached at appendix 2 for information.

Risks Highlighted to Board : None

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

Equal Opportunities, Legal and Other Implications: None

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
Woodhorn	03/01/2017	Vida Morris and Gail Bayes
Warkworth	03/01/2017	Vida Morris and Gail Bayes
Psychology Outpatient Service, Gateshead	04/01/2017	Lisa Quinn
Psychiatric Liaison Team	09/01/2017	Vida Morris
Beckfield Ward	17/01/2017	Paula Whitty
Aldervale	07/02/2017	Gary O'Hare
Beckfield Ward	07/02/2017	Vida Morris
Clearbrook	07/02/2017	Vida Morris
Rehabilitation and Recovery Unit	08/02/2017	Vida Morris
Gees Centre	10/02/2017	John Lawlor
Addictions Service	20/02/2017	Vida Morris
Alnwick Ward	14/03/2017	John Lawlor

APPENDIX 2

Service/Ward Name:	Group	Visitor
Adolescent Bipolar Service, Walkergate Park	Specialist Care	Malcolm Aiston
Adult ADHD Service, Keegan Court, Gateshead	Specialist Care	Jane Carlile
Adult Psychiatric Liaison Team, Queen Elizabeth Hospital, Emergency Department,	Community Services	Esther Cohen-Tovee
Aidan, Bamburgh, St Nicholas	Specialist Care	Lisa Crichton-Jones
Akenside	Inpatient Care	Tim Docking
Aldervale Male HDU	Inpatient Care	Tim Donaldson
Alnmouth Ward	Inpatient Care	James Duncan
Arts Project (Day Services), Northgate Hospital	Specialist Care	Robin Green
Ashby	Specialist Care	Jackie Jollands
Assertive Outreach Team, Oxford Centre	Community Services	Carole Kaplan
Autism Diagnostic Services, Keegan Court, Gateshead	Specialist Care	John Lawlor
Beckfield - PICU	Inpatient Care	Joe McDonald
Bede, St Nicholas Hospital	Specialist Care	Darren McKenna
Behavioural Analysis and Intervention Team, Benton House	Community Services	Anne Moore
Bluebell Court	Inpatient Care	Steve Moorhead
Bridgewell - Complex Care ward	Inpatient Care	Vida Morris
Brooke House	Inpatient Care	Rajesh Nadkarni
Castleside	Inpatient Care	Gary O'Hare
Castleside Day Hospital, Campus for Ageing and Vitality	Community Services	Bruce Owen
Central & South Working Age Adults Community Mental Health Team, Greenacres Centre,	Community Services	Russell Patton
Centre for Specialist Psychological Therapies, Walkergate Park	Community Services	Lisa Quinn

Service/Ward Name:	Group	Visitor
Challenging Behaviour Service, First Floor, West Wing, St George's Park,	Community Services	Maria Quinn
Challenging Behaviour Team, Monkwearmouth Hospital,	Community Services	Jonathan Richardson
Cheviot, KDU, Northgate	Specialist Care	Paula Whitty
Children & Young People's Service - Newcastle & Gateshead, Benton House, Newcastle	Specialist Care	Caroline Wild
Children & Young People's Service - Northumberland, Northgate	Specialist Care	Malcolm Aiston
Children & Young People's Service - South Tyneside & Sunderland, Monkwearmouth	Specialist Care	Jane Carlile
Clearbrooke Female HDU	Inpatient Care	Esther Cohen-Tovee
Collingwood Court	Inpatient Care	Lisa Crichton-Jones
Community Acquired Brain Injury Service (CABIS), Gateshead, Gateshead Health Centre	Specialist Care	Tim Docking
Community Acquired Brain Injury Service (CABIS), Sunderland, Monkwearmouth Hosp	Specialist Care	Tim Donaldson
Community Asperger's Support Team (CAST), Northgate Hospital	Specialist Care	James Duncan
Community Asperger's Support Team, Greenacres Centre	Community Services	Robin Green
Community Forensic Mental Health Team, St Nicholas Hospital	Specialist Care	Jackie Jollands
Community Forensic Personality Disorder Team, St Nicholas Hospital	Specialist Care	Carole Kaplan
Community Learning Disability Service, Bensham Hospital	Community Services	John Lawlor
Community Mental Health Team - Older People, Anderson Court,	Community Services	Joe McDonald
Community Mental Health Team - Older People, Hawkhill Business Park	Community Services	Darren McKenna
Community Mental Health Team, Anderson Court	Community Services	Anne Moore
Community Mental Health Team, Fairnington Centre,	Community Services	Steve Moorhead
Community Mental Health Team, Hawkhill Business Park,	Community Services	Vida Morris
Community Multiple Sclerosis Team, Walkergate Park	Specialist Care	Rajesh Nadkarni
Community Rehabilitation Service, Centre for the Health of the Elderly, Campus for Ageing and Vitality	Community Services	Gary O'Hare

Service/Ward Name:	Group	Visitor
Community Team Learning Disabilities, Benton House	Community Services	Bruce Owen
Community Treatment Team (Non Psychosis), Jane Palmer Community Hospital	Community Services	Russell Patton
Community Treatment Team (Non-Psychosis), Dryden Road Clinic	Community Services	Lisa Quinn
Community Treatment Team (Psychosis) Jane Palmer Community Hospital	Community Services	Maria Quinn
Community Treatment Team (Psychosis)/AOT/EIP, Tranwell Unit	Community Services	Jonathan Richardson
Complex Neurodevelopmental Disorders Service (CNDS), Walkergate Park	Specialist Care	Paula Whitty
Craster Day Hospital, St George's Park	Community Services	Caroline Wild
Cresswell	Inpatient Care	Malcolm Aiston
Criminal Justice and Diversion Service (N/cle, N/Land, N/Tyne, S/Land), St Nicholas Hospital	Specialist Care	Jane Carlile
Crisis Resolution and Home Treatment, Hopewood Park	Community Services	Esther Cohen-Tovee
Crisis Resolution and Home Treatment, Palmer Community Hospital	Community Services	Lisa Crichton-Jones
Crisis Resolution and Home Treatment, Ravenswood Clinic	Community Services	Tim Docking
Crisis Resolution and Home Treatment, St George's Park,	Community Services	Tim Donaldson
Crisis Resolution and Home Treatment, Tranwell Unit	Community Services	James Duncan
Crown Court, St Nicholas Hospital	Specialist Care	Robin Green
Cuthbert, Bamburgh, St Nicholas	Specialist Care	Jackie Jollands
Day Service, Jane Palmer Community Hospital	Community Services	Carole Kaplan
Drug & Alcohol Service, Plummer Court	Specialist Care	John Lawlor
Early Intervention in Psychosis Hub, Monkwearmouth Hospital,	Community Services	Joe McDonald
Early Intervention in Psychosis Team, 1 Benton View	Community Services	Darren McKenna
Early Intervention Team, Greenacres Centre	Community Services	Anne Moore
Easterfield Court - Social & Residential	Inpatient Care	Steve Moorhead
Elm House	Inpatient Care	Vida Morris

Service/Ward Name:	Group	Visitor
Embleton Ward	Inpatient Care	Rajesh Nadkarni
Fellside Ward	Inpatient Care	Gary O'Hare
Female Individual Specialist Services (Day Services), Northgate Hospital	Specialist Care	Bruce Owen
Forensic Learning Disability Clinic, Northgate Hospital	Specialist Care	Russell Patton
Forensic Learning Disability Community Transition Team, Northgate Hospital	Specialist Care	Lisa Quinn
Forensic Outpatient Department, St Nicholas Hospital	Specialist Care	Maria Quinn
Fraser	Specialist Care	Jonathan Richardson
Full Sutton Close Supervision Centre, HMP Full Sutton	Specialist Care	Paula Whitty
GARPRO (Day Services), Northgate Hospital	Specialist Care	Caroline Wild
Gees Club (Day Services), Northgate Hospital	Specialist Care	Malcolm Aiston
Hadrian Clinic Acute Day Service - Intensive Treatment Service, Campus for Ageing and Vitality	Community Services	Jane Carlile
Hauxley	Inpatient Care	Esther Cohen-Tovee
HMP Frankland, Prison In Reach, Westgate Unit, HMP Frankland	Specialist Care	Lisa Crichton-Jones
Homeless Service, C/O Building 15, Campus for Ageing and Vitality	Community Services	Tim Docking
Ingram Unit / Middlerigg, Northgate	Specialist Care	Tim Donaldson
Initial Response Team - Northumberland, St George's Park	Community Services	James Duncan
Initial Response Team - South of Tyne, Hopewood Park	Community Services	Robin Green
Initial Response Team, Ravenswood Clinic	Community Services	Jackie Jollands
Intensive Support Team, Monkwearmouth Hospital	Community Services	Carole Kaplan
Kinnersley	Inpatient Care	John Lawlor
Lamesley Ward	Inpatient Care	Joe McDonald
LD Psychology Service South Tyneside and Gateshead, Bedewell Unit, Monkton Hall	Community Services	Darren McKenna
Lennox	Specialist Care	Anne Moore

Service/Ward Name:	Group	Visitor
Lindisfarne, KDU, Northgate	Specialist Care	Steve Moorhead
Longbenton Community Mental Health Team, Oxford Centre	Community Services	Vida Morris
Longview	Inpatient Care	Rajesh Nadkarni
Lowry ward	Inpatient Care	Gary O'Hare
Marsden Ward	Inpatient Care	Bruce Owen
McMillan Nurse, Northgate Hospital,	Community Services	Russell Patton
Memory Assessment Service, Campus for Ageing and Vitality	Community Services	Lisa Quinn
Memory Assessment Service, Greenacres Centre	Community Services	Maria Quinn
Memory Protection Service, Monkwearmouth Hospital	Community Services	Jonathan Richardson
Memory Support Service, GB Memorial Hospital	Community Services	Paula Whitty
MMSA Clinic, St Nicholas Hospital	Specialist Care	Caroline Wild
Mother & Baby Unit, Beadnell, St George's Park	Specialist Care	Malcolm Aiston
Mowbray	Inpatient Care	Jane Carlile
Neuropsychiatry Community Team, Walkergate Park	Specialist Care	Esther Cohen-Tovee
Newcastle Challenging Behaviour Team, Campus for Ageing and Vitality	Community Services	Lisa Crichton-Jones
Newcastle East - Older Peoples Community Mental Health Team, Campus for Ageing and Vitality	Community Services	Tim Docking
Newcastle North - Older Peoples Community Mental Health Team, Campus for Ageing and Vitality	Community Services	Tim Donaldson
Newcastle West - Older Peoples Community Mental Health Team, Campus for Ageing and Vitality	Community Services	James Duncan
Newcastle West Community Mental Health Team, Campus for Ageing and Vitality	Community Services	Robin Green
Newton (HDU)	Inpatient Care	Jackie Jollands
North and East Community Mental Health Team, Molineux Street, NHS Centre	Community Services	Carole Kaplan
North East Drive Mobility, Walkergate Park	Specialist Care	John Lawlor

Service/Ward Name:	Group	Visitor
North East Mental Health and Deafness Service, Walkergate Park	Specialist Care	Joe McDonald
North Northumberland Day Hospital, St George's Park, Morpeth	Community Services	Darren McKenna
North Shields Community Mental Health Team, 26a Hawkeys Lane	Community Services	Anne Moore
North Tyneside Recovery Partnership, Project Answer, Wallsend	Specialist Care	Steve Moorhead
Northern Region Gender Dysphoria Service, Walkergate Park	Specialist Care	Vida Morris
Northumberland Community Learning Disability Service, Positive Behavioural Support Team West Farm House,	Community Services	Rajesh Nadkarni
Northumberland Community Learning Disability Service, Psychological Services, West Farm House,	Community Services	Gary O'Hare
Northumberland Head Injuries Service, Northgate	Specialist Care	Bruce Owen
Northumberland Recovery Partnership, Sextant House, Blyth	Specialist Care	Russell Patton
Older Peoples Community Mental Health Team, Monkwearmouth Hospital	Community Services	Lisa Quinn
Older Peoples Liaison Psychiatry, Craster Day Unit, St George's Park	Community Services	Maria Quinn
Oswin, Bamburgh, St Nicholas Hospital	Specialist Care	Jonathan Richardson
Outpatient Service, Walkergate Park	Specialist Care	Paula Whitty
Perinatal Community Mental Health Team, St George's Park	Specialist Care	Caroline Wild
Personality Disorder Hub, Walkergate Park	Community Services	Malcolm Aiston
Physiotherapy Service, Hopewood Park	Community Services	Jane Carlile
Psychiatric Liaison Team, Northumbria Specialist Emergency Care Hospital	Community Services	Esther Cohen-Tovee
Psychiatric Liaison Team, Richardson Unit, RVI	Community Services	Lisa Crichton-Jones
Psychiatric Liaison Team, South Tyneside District Hospital, Bede Wing,	Community Services	Tim Docking
Psychiatric Liaison Team, Sunderland Royal Hospital	Community Services	Tim Donaldson
Psychology Outpatient Service, Lobley Hill Clinic	Community Services	James Duncan
Recovery, Treatment and Support Team, Dryden Road Clinic	Community Services	Robin Green
Redburn	Specialist Care	Jackie Jollands

Service/Ward Name:	Group	Visitor
Regional Affective Disorders Outpatient Service (RADS), Centre for the Ageing & Vitality	Specialist Care	Carole Kaplan
Regional Affective Disorders, Gibside, St Nicholas	Specialist Care	John Lawlor
Regional Communication Aid Service, Walkergate Park	Specialist Care	Joe McDonald
Regional Disability Team, Walkergate Park	Specialist Care	Darren McKenna
Regional Environmental Control Service, Chad House, Hexham	Specialist Care	Anne Moore
Resource Centre (Day Services), Northgate Hospital	Specialist Care	Steve Moorhead
Richardson Eating Disorder Intensive Day Service, Benfield House, Walkergate Park	Specialist Care	Vida Morris
Richardson Eating Disorder Service, Royal Victoria Infirmary	Specialist Care	Rajesh Nadkarni
Riding	Specialist Care	Gary O'Hare
Roker Ward	Inpatient Care	Bruce Owen
Rosewood	Inpatient Care	Russell Patton
Self Harm Team, Greenacres Centre,	Community Services	Lisa Quinn
Shoredrift	Inpatient Care	Maria Quinn
Social, Therapeutic & Recreational Rehabilitation Team (STARRT), Walkergate Park	Specialist Care	Jonathan Richardson
South Central Older People's Community Mental Health Team, Greenacres Centre	Community Services	Paula Whitty
Specialist Community Physiotherapy Service, Northgate Hospital	Community Services	Caroline Wild
Sports Department (Day Services), Northgate Hospital	Specialist Care	Malcolm Aiston
Springrise	Inpatient Care	Jane Carlile
Step Up Hub, Jane Palmer Community Hospital	Community Services	Esther Cohen-Tovee
Stephenson	Specialist Care	Lisa Crichton-Jones
Street Triage - South of Tyne, Hopewood Park	Community Services	Tim Docking
Sunderland Cognitive Functionally Frail Day Services, Monkwearmouth Hospital,	Community Services	Tim Donaldson
Sunderland Cognitive Functionally Frail, Monkwearmouth Hospital	Community Services	James Duncan

Service/Ward Name:	Group	Visitor
Sunderland IAPT/Psychological Wellbeing Service, Monkwearmouth Hospital	Community Services	Robin Green
Sunderland Learning Disability Service, Monkwearmouth Hospital,	Community Services	Jackie Jollands
Sunderland North Team, Monkwearmouth Hospital	Community Services	Carole Kaplan
Sunderland Psychotherapy Services, Hopewood Park, Sycamore, Ryhope	Community Services	John Lawlor
Sunderland South Team, Teleport House, Doxford International Business Park,	Community Services	Joe McDonald
Sunderland West Team, Houghton Day Unit,	Community Services	Darren McKenna
Talking Helps Newcastle, Floor 3, West Wing, Newcroft House	Community Services	Anne Moore
The Kolvin Unit, St Nicholas Hospital	Specialist Care	Steve Moorhead
Therapeutic Services (Day Services), Northgate Hospital	Specialist Care	Vida Morris
Turnaround Tool Kit, Community Counselling, St Nicholas	Specialist Care	Rajesh Nadkarni
Tweed Unit, Villa 5 Northgate	Specialist Care	Gary O'Hare
Tyne, Villa 19, Northgate	Specialist Care	Bruce Owen
Tynedale Older People's Community Mental Health Team, Fairnington Centre	Community Services	Russell Patton
Veterans Service, St Nicholas Hospital, Hartside	Community Services	Lisa Quinn
Wallsend Community Mental Health Team, GB Memorial Hospital	Community Services	Maria Quinn
Wansbeck, KDU, Northgate	Specialist Care	Jonathan Richardson
Ward 1a	Specialist Care	Paula Whitty
Ward 1b	Specialist Care	Caroline Wild
Ward 2	Specialist Care	Malcolm Aiston
Ward 3	Specialist Care	Jane Carlile
Ward 4	Specialist Care	Esther Cohen-Tovee
Warkworth Ward	Inpatient Care	Lisa Crichton-Jones
Wear Recovery - Sunderland Integrated Substance Misuse Treatment Service, Mary Street, Sunderland	Specialist Care	Tim Docking

Service/Ward Name:	Group	Visitor
Westbridge Hostel, Westbridge, North Shields	Specialist Care	Tim Donaldson
Whitley Bay Community Mental Health Team, 29 Station Road,	Community Services	James Duncan
Willow View	Inpatient Care	Robin Green
Wilton	Specialist Care	Jackie Jollands
Woodside Unit, Northgate	Specialist Care	Carole Kaplan
Woodwork (Day Services), Northgate Hospital	Specialist Care	John Lawlor
Younger People with Dementia, Campus for Ageing and Vitality	Community Services	Joe McDonald