

LEICESTERSHIRE HEALTH OVERVIEW AND SCRUTINY COMMITTEE

COMMENTS ON THE LEICESTERSHIRE PARTNERSHIP NHS TRUST QUALITY ACCOUNT FOR 2014-15

18 MAY 2015

The Health Overview and Scrutiny Committee welcomes the opportunity to comment on the Leicestershire Partnership NHS Trust (LPT) Quality Account for 2014-15. The Committee accepts LPT's Quality Account as balanced representation of the Trust's work over the past year and is not aware of any major issues omitted from the report.

The Committee is pleased to note the progress on delivery of LPT's priorities based around safe and effective care, patient experience and regulation for 2014-15. The Committee is pleased to note the redevelopment of the Crisis Pathway by a multidisciplinary team and improvements following the use of feedback from the Friends and Family Test (FFT)

The Committee recognises the priorities for improvements to safety, patient experience and clinical effectiveness set out in the Trust's Quality Account for 2015-16 as accurate and welcomes the commitment in achieving excellence in delivering services to the patients. The Committee also welcomes the commitment to monitoring the progress of quality improvements in 2015-16.

The Committee is pleased to note that LPT fully achieved 11 Commissioning for Quality and Innovation (CQUIN) goals set out between West Leicestershire Clinical Commissioning Group, East Leicestershire and Rutland Clinical Commissioning Group and Leicester City Clinical Commissioning Group with regards to the provision of NHS services. It is understood that LPT did not fully meet the following goals, which remain a subject of for the Committee:

- Local CQUIN to ensure that patients in the Bradgate Unit see a mental healthcare professional, known to the service user on a one-to-one basis five times a week;
- Local CQUIN to ensure continuity of care across in-patient and community settings, collaborative plan of care and treatment and effective discharge planning.

It is noted that the areas not achieved at the Bradgate Unit under the Quality Improvement Programme (QIP) have been integrated into Divisional Quality Improvement Plan and the Committee is looking forward to the update on progress in improvements to adult mental health provision at Bradgate Unit.

The Committee notes that on page 40 of the Quality Account, performance relating to the percentage of admissions to acute wards for which the Crisis Resolution Home Treatment Team acted as a gatekeeper deteriorated in quarter 3. Members have also been advised that data for Q4 has now been received and that this also demonstrates a decrease. Members are reassured to learn that LPT is aware of the decrease, which has been discussed at Trust Board and relates to administrative

data collection issues following the transfer to a new electronic patient record system rather than to clinical matters. Members are pleased to learn that actions have been put in place to remedy this, and it is envisaged this will result in increased compliance. The data collected for April 2015 is already reflecting this.

The Committee has previously highlighted the need for a multi-agency approach has been taken with regards to reducing number of mental health patients delayed in hospitals and is pleased that this is now place and that patient flow is monitored within a Multi- Agency Length of Stay (LOS) panel, which looks collaboratively at the nature of delays.

It is to the Committee's delight that the standards of care at HMP Leicester, Bradgate Mental Health Unit and HM YOI and Remand Centre Glen Parva have been considered compliant with Care Quality Commission (CQC) in the March 2015 comprehensive inspection and the Committee awaits the published outcome of the inspection following quality summit at the end of June 2015.

The Committee notes that the specialist inpatient Child and Adolescent Mental Health Service (CAMHS) has been temporarily moved from Oakham House to Ward 3 at Coalville Hospital on 24th March 2015. The Committee would find information with regards to accessibility and transport to the transferred facility very useful in the Quality Account as well as whether the level of service is sufficient to meet demand. Furthermore the Committee awaits further updates on the permanent location for CAMHS.

The Committee has previously expressed concerns regarding the process for dealing with complaints at LPT and is pleased to note that LPT will be learning from the Sir Robert Francis report on the Freedom to Speak Up Review, particularly given the review's emphasis on the continued need for cultural change, with a focus on leadership, training and the proper handling of complaints. The Committee is pleased to note that the complaints policy and process has been reviewed in light of the Clwyd Hart Review and also welcomes the visibility in the report of themes and trends in the complaints made to the Trust. However, members of the Committee remain concerned that staff attitude is a theme in complaints despite the values of the Trust including a focus on leadership skills and team working.

In conclusion, the Committee would like to thank LPT for producing such a clear Quality Account and, based on the Committee's knowledge of the provider, is of the view that the Quality Account is accurate and provides a just reflection of the healthcare services provided. The Committee is looking forward to the improvements to be made in the year 2015-16 to the LPT's healthcare provision in line with the priorities set out in the Quality Account for 2014-15.