

I MATTER – BRADGATE MENTAL HEALTH UNIT



www.leicspart.nhs.uk

Helen Thompson
Director of FYPC, AMH and LD
Leicestershire Partnership NHS Trust

Recommendations from the report

1. We recommend a review to improve the quality of information given by the Unit on admission and discharge
2. We recommend a pledge that sets out the service standards of care to be provided in a clear and concise manner
3. We recommend the opening times for the Involvement Centre as reviewed to include evening and weekends
4. We recommend that the Trust work in partnership with other stakeholders to promote services that are available in the community.

1. Quality of Information

What are we doing

- ✓ Reviewed the content of the new public facing website for LPT, which goes live in July 2018, includes a 360 tour of BMHU (What's Behind the Door).
- ✓ Reviewed our ward packs to ensure that there is information that is relevant on admission.
- ✓ Reviewing discharge packs that include information about what to do in an emergency, and information on the local recovery and wellness offer.
- ✓ We are working on recruiting more ward volunteers with lived experience of mental health difficulties who can provide additional support with ensuring people have the relevant information at the appropriate stage of recovery.

Feedback from Community Ward Forums

Was told most things when I arrived but unable to remember it all

Yes. When admitted felt like I got enough information, even such things as the activities on and off the ward and the involvement centre.

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Everything is covered

Yes, rights have been read.

2. A Pledge of Care

“We are LPT, a values-based Trust that delivers high quality integrated health and social care developed around the needs of our local people, families and communities. We want LPT to be a great place to work, where we have a culture of continuous improvement and recognition, and where our collective leadership empowers high performing, innovative teams.”



The graphic is a white document with a purple border. At the top left is the 'WeAreLPT' logo with the tagline 'compassion respect integrity trust'. At the top right is the 'NHS Leicestershire Partnership NHS Trust' logo. The title 'Our Pledge' is in large purple font. Below it is a quote from Dr Peter Miller, Chief Executive. The main body contains three sections: 'As a staff member I will...', 'As an organisation we will...', and 'As a manager/leader I will...', each with a list of bullet points. At the bottom are two signatures: Cathy Ellis (Chair) and Dr. Peter Miller (Chief Executive).

WeAreLPT
compassion respect
integrity trust

NHS
Leicestershire Partnership
NHS Trust

Our Pledge

“We are LPT, a values based Trust that delivers high quality integrated health and social care developed around the needs of our local people, families and communities. We want LPT to be a great place to work, where we have a culture of continuous improvement and recognition and where collective leadership empowers high performing, innovative teams.” – **Dr Peter Miller, Chief Executive**

Our pledge reflects our values and has been developed with staff and staff side representatives to make clear the expectations we have of each other in order for us all to deliver high quality, patient-centred care which is at the heart of everything we do.

As a staff member I will...

- Commit to doing the best I can
- Be loyal to and supportive of my organisation
- Be a team player
- Willingly share my ideas, knowledge and experience
- Continue to improve myself and my service
- Be flexible and adaptable in my work
- Maintain high quality and high standards
- Embrace diversity and the richness it brings
- Take ownership of my work and be held accountable

As an organisation we will...

- Provide opportunities for development and career progression
- Appreciate and recognise your contribution to our Trust
- Provide a safe and secure working environment
- Promote a culture that provides a happy and friendly work place for you and your team
- Give you the tools to do your job
- Support you to maintain a healthy work/life balance
- Listen to your views to inform our decision making
- Communicate with you in an honest, open and timely way

As a manager/leader I will...

- Inspire a shared purpose and provide clarity of expectations
- Be visible, accessible and approachable
- Be supportive, open, honest and transparent
- Listen, hear and give a voice to all
- Value and celebrate the successes of my team and individuals
- Promote health and wellbeing within my team
- Give my staff freedom to act and encourage collective leadership

Cathy Ellis
Chair:
Cathy Ellis

Dr. Peter Miller
Chief Executive:
Dr. Peter Miller

BMHU – 2017 CQC Report

Wards for adults of working age and psychiatric intensive care units

	2016 Report	2017 Report
Safe	Requires Improvement	Requires Improvement
Effective	Requires Improvement	Good
Well-led	Requires Improvement	Requires Improvement
Caring	Good	Good
Responsive	Inadequate	Requires Improvement

Focus for AMH Inpatient services

Visioning the patient journey

- *Mapping ideal process and inputs*

Understanding what currently happens at the moment on the wards

- *Current state analysis (audit/obs)*

Interventions designed to improve flow:

- *Trialling 'Red to Green' & ward reviews*

Reducing bank/agency

- *Introducing Long days & optimise e-roster*

Releasing time for care

- *Trialling a Digital ward offer*

Improving safety on the wards

- *Safety huddles*

Mental Health Inpatients Ward Pledge

You can expect us to:

- treat you with a professional standard of care, by appropriately qualified and experienced staff in a clean and safe environment
- tell you about your treatment and care and listen to your views about what you need
- ask you for your informed consent to any treatment
- enable you to make choices and regain control over your life
- treat you with respect, dignity and compassion at all times regardless of your gender, race, religion or belief, sexual orientation or disability
- let you see your own health records and keep your confidential information safe and secure
- respect your culture, spirituality, life experiences and values
- recognise the role of your carers, family and friends and keep them informed of your progress if you wish

In return we ask that you:

- provide us with the necessary information about your condition, symptoms or medication in order to provide appropriate care
- treat our staff with the same respect you expect from them
- only smoke in the main garden area
- accept that you could be moved to another bed or ward during your stay
- are not violent or abusive towards anyone
- do not bring alcohol into the Bradgate Unit
- do not bring illegal drugs into the Bradgate Unit
- do not bring dangerous objects, such as knives into the Bradgate Unit. Items such as razors, nail scissors and lighters should be handed to staff for safe keeping until they are needed
- respect that this is a hospital environment and DO NOT take any photographs or video recordings

3. The Involvement Centre,



3. The Involvement Centre

- The centre is currently open Monday to Friday from 10am to 4pm and will open adhoc at weekends for specific events
- There are 4 staff who are supported by a small team of volunteers, of which many have used mental health services
- Opening times are reviewed as new volunteers are recruited
- Inpatients continue to engage in therapeutic activity at weekends

3. The Involvement Centre

In the Centre we have weekly drop in sessions including;

- Aspiro employment support,
- Turning Point drug / alcohol,
- Arts group, Creative writing group, Music groups
- Military Veteran support,
- Pets as Therapy,
- LAMP peer advocacy,
- Smoking cessation including vaping support.
- Cuppa with a Copper, Recovery college enrolment

Computers with printing facilities and social area including coffee shop, and access to clothing (with plans to further develop and expand)

Feedback about the Involvement Centre

Great
valuable
centre

Very
friendly

Enjoyable
activities

Thank
you

Kind
caring
staff

very
welcoming

Really do
make a
difference

4. Community Support working in partnership

Links to the review of the Discharge preparation and information;

- Recovery College and Recovery Roadshows
- Local recovery and wellness providers in LLR which have been commissioned by the CCG from the third sector:-
 - Mental Health Matters
 - Voluntary Action Leicestershire
 - Richmond Fellowship
- Working in partnership with Turning Point
- Discharge planning with CMHTs



All Age Transformation

Transforming all of our mental health
and learning disabilities services

- We recognise that mental health and learning disabilities services delivered by our Trust can be greatly improved.
- We have committed to a 5-year transformation programme to design and make improvements.
- It is essential we do this hand in hand with our service users, carers and partners.
- We are absolutely committed to co-designing our new services with people who use the services, individuals who work in the services, organisations that interact with services and people that want to see the services improved.
- It will be the biggest transformation journey we have ever been on...

Why?

Our transformation programme will address increasing demand and capacity issues to improve quality, efficiency and overall experience for all. We are committed to bringing our service users and staff along with us on that journey to design excellent services.

FFT Feedback

Everyone has been kind and supportive, they made me feel reassured about the future.

I would recommend Heather Ward to anybody if they needed support. Thank you to all the staff and bank staff

Things are done to best that can be done staff are unbelievably amazing

Couldn't ask for better, staff are all amazing.

The whole team and staff have been incredible and very compassionate! So grateful for the help and support.

Overall the treatment I received and staff has helped me immensely. Ward is noisy at night so it is difficult to sleep. Patients should go to the TV too

06

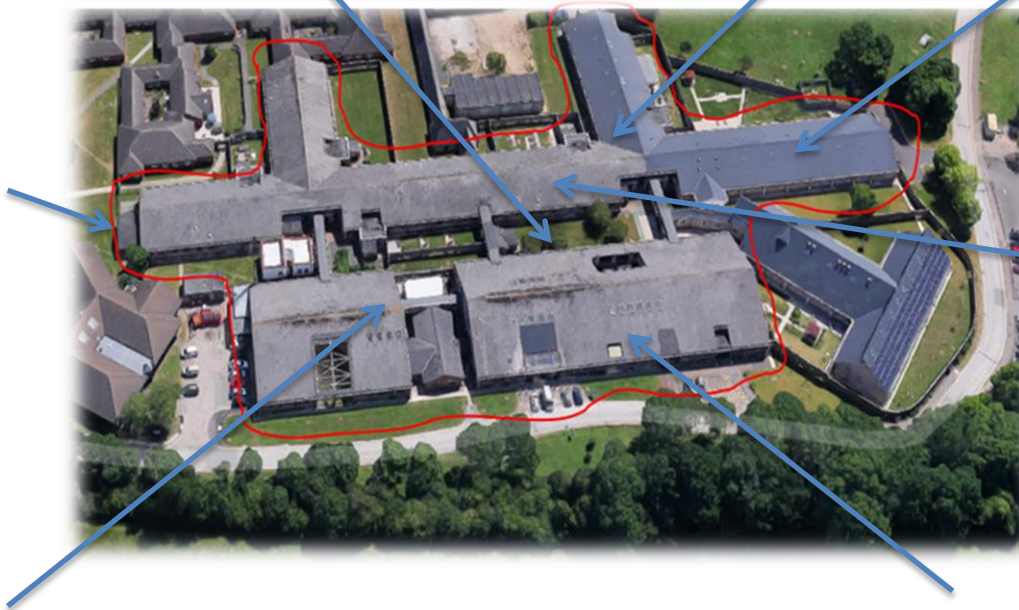
Now

Cannot expand/radically re-model

Still have dormitories

10,400m²

c£4m net operating costs



4 old wards

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Environment creates limited flexibility

Backlog maintenance - £3.3m over next 5 years not in current capital plan

Future

Quality environment matters

- Less violence and aggression
- Reduced seclusion
- Reduced damage to environment
- Value people and they feel valued



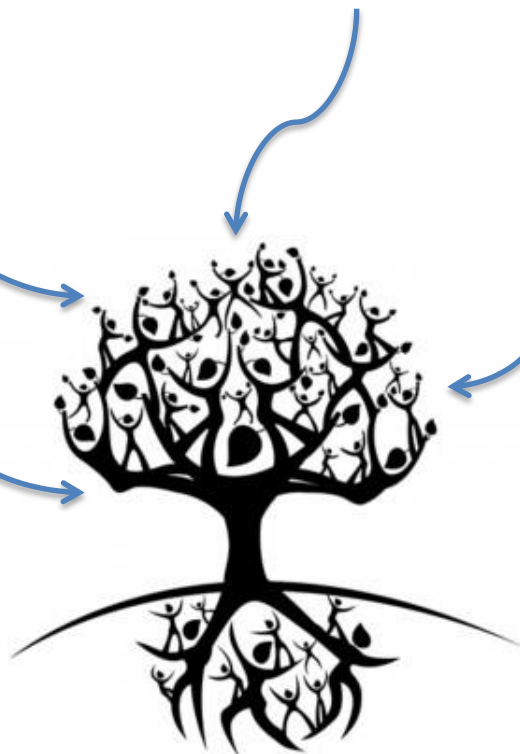
Less is better moving to 18-20 bedded wards

Dignity and Flexibility of Single en-suite bedrooms

- No out of area placements

A better flow

- Reduced length of stay
- Reduced occupancy



AMH & LD Workforce

Growing our Own
Apprenticeships

Stepping Forward
to 2020/21

The mental health
workforce plan for
England

LLR STP mental
health workforce
plan



Recruitment and
Retention plan

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Strengthening &
incentivising
our bank

Optimising e-roster

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